

**From:** [Jacquelyn.Goddard@dot.state.ma.us](mailto:Jacquelyn.Goddard@dot.state.ma.us)  
**To:** [Riley, Judith \(DOT\)](mailto:Riley.Judith@dot.state.ma.us)  
**Subject:** Re: MassDOT EOD  
**Date:** Thursday, June 06, 2019 6:07:56 PM

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Please send out. Thanks

Jacquelyn Goddard  
Communications Office  
Massachusetts Department of Transportation

On Jun 6, 2019, at 5:58 PM, Riley, Judith (DOT) <[JudithReardon.Riley@dot.state.ma.us](mailto:JudithReardon.Riley@dot.state.ma.us)> wrote:

### **BOSTON GLOBE**

<!--[if !supportLists]-->• <!--[endif]-->A reporter visited the MassDOT Highway Operations Center today from 3:30 until 5:45 p.m. The 24/7 center's responsibilities were explained along with how information flows to and from the HOC from law enforcement, WAZE, district offices, and other transportation-related entities. The technology tools which the public can use were explained, including [mass511.com](http://mass511.com) and 511. During the visit, the reporter witnessed start to finish what happens with incident response process flow, including a two vehicle crash on I-90 east in Boston. The reporter has no immediate deadline and plans to be in touch again in the near future for an interview.

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MassDOT spokesperson provided the following comment which has been given to other outlets: “The Registry of Motor Vehicles has used facial recognition technology since 2006 as an effective tool to identify and prevent instances of attempted identify fraud. The Registry uses this technology to screen applicants for driver's licenses and identification cards to prevent individuals from getting credentials through fraudulent means.”

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**From:** [Riley, Judith \(DOT\)](#)  
**To:** [Goddard, Jacquelyn \(DOT\)](#)  
**Subject:** MassDOT EOD  
**Date:** Thursday, June 06, 2019 5:58:12 PM

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**From:** [Riley, Judith \(DOT\)](#)  
**To:** [Goddard, Jacquelyn \(DOT\)](#)  
**Subject:** MassDOT EOD  
**Date:** Thursday, June 06, 2019 5:53:11 PM

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**From:** [Goddard, Jacquelyn \(DOT\)](#)  
**To:** [Riley, Judith \(DOT\)](#)  
**Subject:** Re: EOD June 6 Final Draft  
**Date:** Thursday, June 06, 2019 5:51:29 PM

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Please add under Globe an A Estes item once again.thx

Jacquelyn Goddard  
Communications Office  
Massachusetts Department of Transportation

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**To:** [Riley, Judith \(DOT\)](#)  
**Subject:** Re: EOD June 6 Final Draft  
**Date:** Thursday, June 06, 2019 5:51:28 PM

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**From:** [Riley, Judith \(DOT\)](#)  
**To:** [Goddard, Jacquelyn \(DOT\)](#); [Pesaturo, Joe D \(MBTA\)](#); [Marvin, Patrick \(DOT\)](#); [Battiston, Lisa \(DOT\)](#)  
**Subject:** EOD June 6 Final Draft  
**Date:** Thursday, June 06, 2019 5:50:27 PM

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**From:** [Riley, Judith \(DOT\)](#)  
**To:** [Procopio, David \(POL\)](#)  
**Cc:** [Goddard, Jacquelyn \(DOT\)](#); [Deveney, Erin \(DOT\)](#); [Lavoie, Sara \(DOT\)](#)  
**Subject:** FACIAL RECOGNITION  
**Date:** Thursday, June 06, 2019 5:39:02 PM

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Hi Dave,

FYI - Marie asked MassDOT Communications for information on the Registry's use facial recognition late this afternoon. I sent her the comment that we have given to other outlets on this topic. Please see the email below.

Thank you very much.

Regards,

Judi

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**From:** Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>  
**Sent:** Thursday, June 6, 2019 5:11 PM  
**To:** Marie Szaniszlo <marie.szaniszlo@bostonherald.com>  
**Cc:** Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>  
**Subject:** FACIAL RECOGNITION

Hi Marie,

Please find below information concerning your inquiry.

The Registry of Motor Vehicles has used facial recognition technology since 2006 as an effective tool to identify and prevent instances of attempted identify fraud.

The Registry uses this technology to screen applicants for driver's licenses and identification cards to prevent individuals from getting credentials through fraudulent means.

Thanks,

Judi

On Jun 6, 2019, at 3:46 PM, Marie Szaniszlo <[marie.szaniszlo@bostonherald.com](mailto:marie.szaniszlo@bostonherald.com)> wrote:

Hi Jacquelyn:

I'm working on a story about facial recognition technology and heard that the RMV uses it. Is that correct? And if so, can someone walk me briefly through how it works and how and why it's used?

Thanks for your help. The story probably won't run until Sunday or Monday, but I have to have most of it done today because I have no idea what tomorrow might bring.

Marie Szaniszlo  
Staff Writer  
Boston Herald  
(617) 799-0476

**From:** [Riley, Judith \(DOT\)](#)  
**To:** [Procopio, David \(POL\)](#)  
**Cc:** [Deveney, Erin \(DOT\)](#); [Goddard, Jacquelyn \(DOT\)](#)  
**Subject:** RE: Draft response to Herald Re: Facial Recognition  
**Date:** Thursday, June 06, 2019 5:34:57 PM

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Hi Dave,

I am looping in Registrar Deveney.

Thanks,

Judi

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**From:** Procopio, David (POL) <david.procopio@pol.state.ma.us>  
**Sent:** Thursday, June 6, 2019 5:31 PM  
**To:** Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>; Marvin, Patrick (DOT) <Patrick.Marvin@dot.state.ma.us>; Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>; Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>  
**Subject:** Draft response to Herald Re: Facial Recognition

Please review the below draft of statement/supplemental info for the Herald re: facial technology. This statement is being reviewed by the public safety comms chain, MSP command, and RMV/DOT officials. Please send any comments back and I will review and synthesize any edits from the three groups.  
Dave Procopio

The Massachusetts State Police utilize facial recognition technology, when applicable, to further criminal investigations, primarily our Commonwealth Watch Center as well as through our unit attached to the RMV. It is a valuable tool that can help investigators identify criminals and, by doing so, seek justice for their victims and take offenders off the street before they commit another crime.

The State Police unit at the RMV utilizes the technology to investigate suspected license fraud. At the Watch Center, meanwhile, State Police analysts have the capability to use facial recognition to help identify images of crime suspects at the request of State Police units or other police agencies. Analysts can compare images of unknown suspects against both the RMV database and open-source social media.

It is important to note that a facial recognition hit in and of itself is not a positive identification. Rather, it is an investigative lead that requires further follow up and vetting by case officers. This is part of the training our personnel receive, and when the Watch Center (part of our Fusion Center) performs a facial recognition search for an outside agency, the

following disclaimer is provided with the results: *The result of a face recognition search is provided by the CFC only as an investigative lead and IS NOT TO BE CONSIDERED A POSITIVE IDENTIFICATION OF ANY SUBJECT. Any possible connection or involvement of any subject to the investigation must be determined through further investigation.*

As with any other investigative process or technology, use of facial recognition software may only be used for legitimate and clearly defined law enforcement purposes, per MSP general investigative policies.

Several recent examples of leads generated by MSP analysts through facial recognition are below.

#### Facial Recognition Examples:

##### I-93 Public Safety Threat – Dirt Bike/ATV Operators

- In February 2018, State Police Analysts assigned to the Commonwealth Watch Center worked with Troopers out of the Cyber Crimes Unit to identify unknown parties involved in an incident that occurred on I-93 on Saturday, February 24, wherein more than twenty individuals created a traffic situation and public safety threat by operating dirt bikes, ATVs, and other off-road vehicles on the expressway. State Police made seven arrests on scene but many participants remained unidentified. Utilizing open source investigative tools and Facial Recognition on videos and still photographs posted to social media from the event, State Police Analysts were able to identify a number of additional participants involved in the incident.

##### Armed Robbery, Framingham, MA – Social Media IDs

- In January, the Framingham Police Department requested assistance in identifying four individuals believed to be involved in an armed robbery that occurred on January 14, 2019. Framingham PD was able to provide the web addresses for social media profiles of the four suspects. Through a combination of Facial Recognition and open source exploitation, State Police Analysts assigned to the Commonwealth Fusion Center were able to positively ID the suspects, despite several of them utilizing false names and not possessing Massachusetts Licenses or IDs. All four individuals have active warrants from various police departments, including several for other armed robberies.

##### Road Rage Incident in Medford

- In January, the Commonwealth Fusion Center was contacted by the Massachusetts State Police Medford Barracks regarding a road rage incident that occurred at Wellington Circle. The Trooper on scene provided cell phone video of the incident taken from inside the victim's

vehicle, depicting an unknown subject approaching and striking the vehicle. Facial Recognition conducted on a still photograph from the video returned a possible match to a Massachusetts Driver's License or ID, which was provided within minutes to the investigator for follow-up.

#### MSP Crime Gun Unit – Social Media IDs of Gang Members

- In February, the Commonwealth Fusion Center was contacted by the Massachusetts State Police Crime Gun Unit regarding an attempt to identify a series of individuals on social media via Facial Recognition. The individuals, believed to be affiliated with a gang related crimes, were identified through a combination of Facial Recognition and open source exploitation of publicly available information found on social media. In total, the identities of approximately 23 previously unidentified individuals were either confirmed via photograph/tattoo comparison, or tentatively identified via name, date of birth, and geographic profile combined with information publicly available on their profiles.

#### Gang Identified for Out of State Agency

- In March, the Commonwealth Fusion Center was contacted by the the Criminal Intelligence Center from another eastern state regarding an attempt to identify four members of a street gang believed to have ties to Massachusetts through publicly accessible social media sources. Through a combination of Facial Recognition and open source investigation, all four suspects were positively identified and their information shared with State Police in the state from which the request originated pursuant to an ongoing investigation.

#### MSP H-2 Identified Suspect with Felony Warrant(s)

- Also in March, the Commonwealth Fusion Center was contacted by the Massachusetts State Police Framingham Barracks regarding an attempt to identify person suspected of concealing his true identity from police. Facial Recognition on a photograph taken by the investigating MSP Trooper on scene returned a possible match candidate. Subsequent investigation of the suspect corroborated the identification of Name/DOB, and also identified an existing felony warrant under the suspect's true name, resulting in the suspect's arrest.

Sent from my iPhone



**From:** [Riley, Judith \(DOT\)](#)  
**To:** [Deveney, Erin \(DOT\)](#)  
**Cc:** [Goddard, Jacquelyn \(DOT\)](#); [Lavoie, Sara \(DOT\)](#)  
**Subject:** FW: Draft response to Herald Re: Facial Recognition  
**Date:** Thursday, June 06, 2019 5:33:54 PM

---

Hi Registrar,

Just looping you into this request.

Thanks,

Judi

---

**From:** Procopio, David (POL) <david.procopio@pol.state.ma.us>  
**Sent:** Thursday, June 6, 2019 5:31 PM  
**To:** Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>; Marvin, Patrick (DOT) <Patrick.Marvin@dot.state.ma.us>; Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>; Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>  
**Subject:** Draft response to Herald Re: Facial Recognition

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Sent from my iPhone

**From:** [Procopio, David \(POL\)](#)  
**To:** [Goddard, Jacquelyn \(DOT\)](#); [Marvin, Patrick \(DOT\)](#); [Lavoie, Sara \(DOT\)](#); [Riley, Judith \(DOT\)](#)  
**Subject:** Draft response to Herald Re: Facial Recognition  
**Date:** Thursday, June 06, 2019 5:30:46 PM

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Sent from my iPhone

**From:** [Riley, Judith \(DOT\)](#)  
**To:** [Battiston, Lisa \(DOT\)](#); [Bernice Freedman](#); [Goddard, Jacquelyn \(DOT\)](#); [Jessen, Klark \(DOT\)](#); [jmehigan@massport.com](#); [Marvin, Patrick \(DOT\)](#); [Pesaturo, Joe D \(MBTA\)](#); [Riley, Judith \(DOT\)](#); [Sam Hooper](#); [Verseckes, Michael \(MBTA\)](#)  
**Subject:** EOD June 6 First Draft  
**Date:** Thursday, June 06, 2019 5:25:36 PM

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## **BOSTON GLOBE**

- A reporter asked how to submit a FOIA request Registry of Motor Vehicles data. A MassDOT spokesperson provided a link to the online portal that issued to submit FOIA request directly to the MassDOT Legal Department.
- A reporter spoke with Registry of Motor Vehicles Director of Registrations and Titles Gretchen Daley on background today to discuss his recently submitted FOIA request regarding motor vehicle registration data. The reporter received information on this topic yesterday.

## **BOSTON HERALD**

- A reporter contacted MassDOT late this afternoon to request information on the use of facial recognition at the Registry of Motor Vehicles. She asked, "I'm working on a story about facial recognition technology and heard that the RMV uses it. Is that correct? And if so, can someone walk me briefly through how it works and how and why it's used?" A MassDOT spokesperson provided the following comment which has been given to other outlets: "The Registry of Motor Vehicles has used facial recognition technology since 2006 as an effective tool to identify and prevent instances of attempted identify fraud. The Registry uses this technology to screen applicants for driver's licenses and identification cards to prevent individuals from getting credentials through fraudulent means."

## **WFXT**

- A reporter with this outlet requested and received the driving record for a resident of Raynham.

## **WGBH**

- A reporter with this outlet asked for the deadline for submitting public comments on the Final Draft Cape Cod Canal Transportation Study. A MassDOT spokesperson information the reporter that public comments will be accepted through Thursday, June 20, 2019.

## **MULTIPLE OUTLETS**

- MassDOT issued an advisory today regarding the Morgan-Sullivan Bridge Replacement Project. The advisory stated, in part: MassDOT's contractor will begin demolishing the west side of the existing Morgan-Sullivan Bridge on Monday, June 10. The demolition will occur during daytime hours and additional trucks will be used near the construction zone to remove debris. No further impacts to traffic are required for the demolition. Additionally, MassDOT's contractor will close the right turn lane on Springfield Street (to Walnut Street) in Agawam on Friday, June 14, from 6:00 AM to 2:30 PM. The closure is required for the contractor to complete drainage work.

- MassDOT issued an advisory today regarding a ramp closure from Route 1A to I-495 northbound in Wrentham. The advisory stated, in part: The on-ramp from Route 1A to I-495 northbound at exit 15 in Wrentham will be closed from 8:00 p.m. on Thursday, June 6, to 5:00 a.m. on Friday, June 7. The closure is necessary to perform milling and paving operations on the ramp.
- MassDOT issued a press release today reminding motorists to practice road safety in work zones. The press release stated, in part: MassDOT is reminding motorists to be aware of and exercise caution around all state and municipal work zones as the spring construction season continues. Motorists are advised to slow down, pay increased attention, and adhere to construction signage and personnel while driving in or around work zones.
- The City of Boston issued a traffic advisory today announcing traffic impacts for the upcoming weekend. The advisory included traffic details for the Boston Dyke March and Special Olympics Massachusetts Torch Run on Friday, June 7; the Boston Pride Parade, the Chandler Street Block Party, and Esme Woman's Block Party on Saturday, June 8; the Boston Pride 2019 Back Bay Block Party, the Boston Pride 2019 Jamaica Plain Block Party, the Walk for Children's Hospital, the North End Cornhole Classic, and construction operations in the Financial District on Sunday, June 9. The advisory also noted that the Special Olympics Summer Games will be taking place from Friday, June 7 through Sunday, June 9.



**From:** [Riley, Judith \(DOT\)](#)  
**To:** [Marie Szaniszlo](#)  
**Cc:** [Goddard, Jacquelyn \(DOT\)](#)  
**Subject:** FACIAL RECOGNITION  
**Date:** Thursday, June 06, 2019 5:11:23 PM

---

Hi Marie,

Please find below information concerning your inquiry.

The Registry of Motor Vehicles has used facial recognition technology since 2006 as an effective tool to identify and prevent instances of attempted identify fraud.

The Registry uses this technology to screen applicants for driver's licenses and identification cards to prevent individuals from getting credentials through fraudulent means.

Thanks,

Judi

On Jun 6, 2019, at 3:46 PM, Marie Szaniszlo <[marie.szaniszlo@bostonherald.com](mailto:marie.szaniszlo@bostonherald.com)> wrote:

Hi Jacquelyn:

I'm working on a story about facial recognition technology and heard that the RMV uses it. Is that correct? And if so, can someone walk me briefly through how it works and how and why it's used?

Thanks for your help. The story probably won't run until Sunday or Monday, but I have to have most of it done today because I have no idea what tomorrow might bring.

Marie Szaniszlo  
Staff Writer  
Boston Herald  
(617) 799-0476

**From:** [Goddard, Jacquelyn \(DOT\)](#)  
**To:** [Riley, Judith \(DOT\)](#)  
**Subject:** Re: FACIAL RECOGNITION  
**Date:** Thursday, June 06, 2019 5:02:01 PM

---

Please send to Herald:

The Registry of Motor Vehicles has used facial recognition technology since 2006 as an effective tool to identify and prevent instances of attempted identify fraud.

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**From:** [Jacquelyn.Goddard@dot.state.ma.us](mailto:Jacquelyn.Goddard@dot.state.ma.us)  
**To:** [Riley, Judith \(DOT\)](#)  
**Subject:** Re: FACIAL RECOGNITION  
**Date:** Thursday, June 06, 2019 5:02:00 PM

---

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**From:** [Riley, Judith \(DOT\)](#)  
**To:** [Goddard, Jacquelyn \(DOT\)](#)  
**Subject:** RE: FACIAL RECOGNITION  
**Date:** Thursday, June 06, 2019 4:58:19 PM

---

[Which comment? This one?](#)

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---

**From:** Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>  
**Sent:** Thursday, June 6, 2019 4:57 PM  
**To:** Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>  
**Subject:** Re: FACIAL RECOGNITION

Please send to Herald reporter. Thanks

Jacquelyn Goddard  
Communications Office  
Massachusetts Department of Transportation

On Jun 6, 2019, at 4:51 PM, Riley, Judith (DOT) <[JudithReardon.Riley@dot.state.ma.us](mailto:JudithReardon.Riley@dot.state.ma.us)> wrote:

Hi Jacque,

Here are the recent comments that we have issued on facial recognition. Would you like me to share the request for a comment with Erin?

#### **Feb 2019**

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#### **May 2019**

The facial recognition technology in use at the Registry of Motor Vehicles (RMV) is part of the license and identification system provided under contract with Idemia.

The Registry does receive requests to assist law enforcement in their investigations by using its facial recognition software. In 2018, the RMV received 265 requests to assist law enforcement in their official investigations by using its facial recognition software.

**FYI - Information that we sent to Mary Markos:**

The Registry of Motor Vehicles received 265 requests to assist law enforcement in their investigations using its facial recognition software in 2018. Of the 265 total requests, 29 were submitted by federal law enforcement agencies.

Below is a breakdown of these requests by month.

<b>Month</b>	<b>Total Law Enforcement Requests - state, local, federal law enforcement</b>	<b>Number of the requests that were made by federal law enforcement</b>
<b>January</b>	31	0
<b>February</b>	15	3
<b>March</b>	29	3
<b>April</b>	19	2
<b>May</b>	21	1
<b>June</b>	33	3
<b>July</b>	11	0
<b>August</b>	29	5
<b>September</b>	16	2
<b>October</b>	20	3
<b>November</b>	16	5
<b>December</b>	25	2
<b>Total</b>	<b>265</b>	<b>29</b>

Thanks,

Judi

---

**From:** Goddard, Jacquelyn (DOT) <[Jacquelyn.Goddard@dot.state.ma.us](mailto:Jacquelyn.Goddard@dot.state.ma.us)>

**Sent:** Thursday, June 6, 2019 3:49 PM

**To:** Riley, Judith (DOT) <[JudithReardon.Riley@dot.state.ma.us](mailto:JudithReardon.Riley@dot.state.ma.us)>

**Subject:** Fwd: FACIAL RECOGNITION

Jacquelyn Goddard  
Communications Office  
Massachusetts Department of Transportation

Begin forwarded message:

**From:** Marie Szaniszlo <[marie.szaniszlo@bostonherald.com](mailto:marie.szaniszlo@bostonherald.com)>  
**Date:** June 6, 2019 at 3:45:49 PM EDT  
**To:** "Goddard, Jacquelyn (DOT)"  
<[jacquelyn.goddard@dot.state.ma.us](mailto:jacquelyn.goddard@dot.state.ma.us)>, "Goddard, Jacquelyn (DOT)"  
<[jacquelyn.goddard@dot.state.ma.us](mailto:jacquelyn.goddard@dot.state.ma.us)>  
**Subject:** FACIAL RECOGNITION

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Staff Writer  
Boston Herald  
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**From:** [Goddard, Jacquelyn \(DOT\)](#)  
**To:** [Riley, Judith \(DOT\)](#)  
**Subject:** Re: FACIAL RECOGNITION  
**Date:** Thursday, June 06, 2019 4:57:16 PM

---

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Communications Office  
Massachusetts Department of Transportation

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**To:** "Goddard, Jacquelyn (DOT)" <[jacquelyn.goddard@dot.state.ma.us](mailto:jacquelyn.goddard@dot.state.ma.us)>, "Goddard, Jacquelyn (DOT)" <[jacquelyn.goddard@dot.state.ma.us](mailto:jacquelyn.goddard@dot.state.ma.us)>  
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Massachusetts Department of Transportation

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Hi Jacque,

Here are the recent comments that we have issued on facial recognition. Would you like me to share the request for a comment with Erin?

#### **Feb 2019**

The Registry of Motor Vehicles has used facial recognition technology since 2006 as an effective tool to identify and prevent instances of attempted identify fraud.

The Registry uses this technology to screen applicants for driver's licenses and identification cards to prevent individuals from getting credentials through fraudulent means.

#### **May 2019**

The facial recognition technology in use at the Registry of Motor Vehicles (RMV) is part of the license and identification system provided under contract with Idemia.

The Registry does receive requests to assist law enforcement in their investigations by using its facial recognition software. In 2018, the RMV received 265 requests to assist law enforcement in their official investigations by using its facial recognition software.

#### **FYI - Information that we sent to Mary Markos:**

The Registry of Motor Vehicles received 265 requests to assist law enforcement in their investigations using its facial recognition software in 2018. Of the 265 total requests, 29 were submitted by federal law enforcement agencies.

Below is a breakdown of these requests by month.

<b>Month</b>	<b>Total Law Enforcement Requests - state, local, federal law enforcement</b>	<b>Number of the requests that were made by federal law enforcement</b>
<b>January</b>	31	0
<b>February</b>	15	3
<b>March</b>	29	3
<b>April</b>	19	2
<b>May</b>	21	1
<b>June</b>	33	3
<b>July</b>	11	0
<b>August</b>	29	5
<b>September</b>	16	2
<b>October</b>	20	3
<b>November</b>	16	5
<b>December</b>	25	2
<b>Total</b>	<b>265</b>	<b>29</b>

Thanks,

Judi

---

**From:** Goddard, Jacquelyn (DOT) <[Jacquelyn.Goddard@dot.state.ma.us](mailto:Jacquelyn.Goddard@dot.state.ma.us)>  
**Sent:** Thursday, June 6, 2019 3:49 PM  
**To:** Riley, Judith (DOT) <[JudithReardon.Riley@dot.state.ma.us](mailto:JudithReardon.Riley@dot.state.ma.us)>  
**Subject:** Fwd: FACIAL RECOGNITION

Jacquelyn Goddard  
Communications Office  
Massachusetts Department of Transportation

Begin forwarded message:

**From:** Marie Szaniszlo <[marie.szaniszlo@bostonherald.com](mailto:marie.szaniszlo@bostonherald.com)>  
**Date:** June 6, 2019 at 3:45:49 PM EDT  
**To:** "Goddard, Jacquelyn (DOT)" <[jacquelyn.goddard@dot.state.ma.us](mailto:jacquelyn.goddard@dot.state.ma.us)>, "Goddard, Jacquelyn (DOT)" <[jacquelyn.goddard@dot.state.ma.us](mailto:jacquelyn.goddard@dot.state.ma.us)>  
**Subject:** FACIAL RECOGNITION

Hi Jacquelyn:

I'm working on a story about facial recognition technology and heard that the RMV uses it. Is that correct? And if so, can someone walk me briefly through how it works and how and why it's used?

Thanks for your help. The story probably won't run until Sunday or Monday, but I have to have most of it done today because I have no idea what tomorrow might bring.

Marie Szaniszlo  
Staff Writer  
Boston Herald  
(617) 799-0476

**From:** [Riley, Judith \(DOT\)](#)  
**To:** [Goddard, Jacquelyn \(DOT\)](#)  
**Subject:** FACIAL RECOGNITION  
**Date:** Thursday, June 06, 2019 4:51:15 PM

---

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### **Feb 2019**

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Marie Szaniszlo  
Staff Writer  
Boston Herald

(617) 799-0476

**From:** [Goddard, Jacquelyn \(DOT\)](#)  
**To:** [Marie Szaniszlo](#)  
**Bcc:** [Riley, Judith \(DOT\)](#)  
**Subject:** Re: FACIAL RECOGNITION  
**Date:** Thursday, June 06, 2019 3:50:05 PM

---

Hi Marie- We will do our best to get you answers today. 4 pm a bit late. Thanks

Jacquelyn Goddard  
Communications Office  
Massachusetts Department of Transportation

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Massachusetts Department of Transportation

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**Date:** Thursday, June 06, 2019 3:46:05 PM

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Marie Szaniszlo  
Staff Writer  
Boston Herald  
(617) 799-0476

**From:** [REDACTED] (POL)  
**To:** Boyle, Christopher (DOT)  
**Subject:** FW: Face Recognition Identification assistance  
**Date:** Thursday, June 06, 2019 3:17:38 PM

---

**From:** [REDACTED] [mailto:[REDACTED]@pd.boston.gov]  
**Sent:** Friday, October 19, 2018 1:06 PM  
**To:** Lucin, Cristina (POL)  
**Subject:** Re: Face Recognition Identification assistance

Ms. Lucin,

You've done an outstanding job. Thank you so much for your assistance.

Rich Casallas

On Fri, Oct 19, 2018 at 10:44 AM Lucin, Cristina (POL) <[cristina.lucin@state.ma.us](mailto:cristina.lucin@state.ma.us)> wrote:

Good morning Detective Casallas,

Facial Recognition was able to identify a possible match for your suspect:

[REDACTED]  
[REDACTED]  
MA OLN [REDACTED]  
SSN: [REDACTED]

Long BOP record, last known address with the registry is [REDACTED] in [REDACTED]. Has several active warrants in the system.

Let us know if you need any assistance.

Cristina

Respectfully,

Trooper Cristina J. Lucin  
Massachusetts State Police  
Fraud Identification Unit  
10 Park Plaza 2<sup>nd</sup> floor  
Boston, MA 02116  
Office: (857) 368-9500  
Desk: (857)368-8607  
Cell: (617) 356-6615  
Fax: (857) 368-0649

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**From:** Falcon, Eric (DOT)  
**Sent:** Friday, October 19, 2018 10:40 AM  
**To:** Lucin, Cristina (POL); Lucin, Cristina (POL)  
**Subject:** FW: Face Recognition Identification assistance

**From:** [REDACTED] [mailto:[REDACTED]@pd.boston.gov]  
**Sent:** Friday, October 19, 2018 9:30 AM  
**To:** MSP-DL - Facial Rec ES  
**Subject:** Face Recognition Identification assistance

Good morning,

My name is [REDACTED]. I am a Boston Police Detective assigned to East Boston. My ID # [REDACTED], Tel # [REDACTED] or [REDACTED]. Case # [REDACTED].

I would like your assistance in identifying a suspect of a larceny that occurred on 10/14/18 at about 11:30 PM. [REDACTED]

Pictures enclosed with this email

Thank You,

Det. Richard Casallas  
Boston Police Department  
[REDACTED]

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [Bamonte, Matthew \(DOT\)](#)  
**Subject:** RE: FTE CAP vs Current FTE Report as of 06/04/19  
**Date:** Thursday, June 06, 2019 2:29:25 PM  
**Attachments:** [CAP vs Actuals vs In-Process Report 4-02-19.xlsx](#)  
[image005.png](#)  
[image001.png](#)

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Here is the report from 4/2. As well.

**Robert Dionne, SHRM-CP**  
**Massachusetts Department of Transportation**  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8545 | Fax 857.368.0601



MassDOT and the MBTA are subject to MGL: Chpt.66, Sec. 10 Public Records Law. Email sent or received by MassDOT and MBTA employees are subject to these laws. Unless otherwise exempted from the public records law, senders and receivers of MassDOT and MBTA email should presume that the email are subject to release upon request, and to state record retention requirements.

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---

**From:** Bamonte, Matthew (DOT)  
**Sent:** Thursday, June 6, 2019 1:36 PM  
**To:** Dionne, Robert (DOT) <Robert.Dionne@dot.state.ma.us>  
**Subject:** RE: FTE CAP vs Current FTE Report as of 06/04/19

Hi,

Can you give me the number at the end of March and April?

---

**From:** Dionne, Robert (DOT)  
**Sent:** Wednesday, June 05, 2019 2:46 PM  
**To:** Spengler, Mark (DOT); Constantine, Rashida (DOT); Johnson, Selina (DOT)  
**Cc:** Knosp, Matthew (DOT); Mulcahy, Sheila (DOT); Nguyen, Sylvia (DOT); Taylor, Robert J. (DOT); Bamonte, Matthew (DOT)  
**Subject:** FTE CAP vs Current FTE Report as of 06/04/19

Good Afternoon All,

Please see the latest run of the FTE Cap vs Current FTE and In flight Requisitions. Please let me know if you have any questions regarding this report.

Thanks,

**Robert Dionne, SHRM-CP**  
**Massachusetts Department of Transportation**  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
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**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [Bamonte, Matthew \(DOT\)](#)  
**Subject:** RE: FTE CAP vs Current FTE Report as of 06/04/19  
**Date:** Thursday, June 06, 2019 2:28:44 PM  
**Attachments:** [CAP vs Actuals vs In-Process Report 5-28-19.xlsx](#)  
[CAP vs Actuals vs In-Process Report 4-29-19.xlsx](#)  
[image005.png](#)  
[image001.png](#)

---

Hi Matt,

Here are the reports for the end of May and April.

**Robert Dionne, SHRM-CP**  
**Massachusetts Department of Transportation**  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8545 | Fax 857.368.0601



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**From:** [Lavoie, Sara \(DOT\)](#)  
**To:** [Deveney, Erin \(DOT\)](#); [Boyle, Christopher \(DOT\)](#)  
**Subject:** FW: facial recognition  
**Date:** Thursday, June 06, 2019 2:07:42 PM

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**From:** Procopio, David (POL)  
**Sent:** Thursday, June 06, 2019 2:07 PM  
**To:** Wark, Jake (EPS); Browne, Felix (EPS); Goddard, Jacquelyn (DOT); Marvin, Patrick (DOT); Riley, Judith (DOT); Lavoie, Sara (DOT)  
**Subject:** FW: facial recognition

FYI Herald story facial rec

---

**From:** Procopio, David (POL)  
**Sent:** Thursday, June 6, 2019 2:06 PM  
**To:** 'Marie Szaniszlo' <[marie.szaniszlo@bostonherald.com](mailto:marie.szaniszlo@bostonherald.com)>  
**Subject:** RE: facial recognition

Marie,

I am still compiling information, including some success stories. What is your deadline for the story?

Thanks  
Dave Procopio

---

**From:** Procopio, David (POL)  
**Sent:** Thursday, June 6, 2019 11:10 AM  
**To:** Marie Szaniszlo <[marie.szaniszlo@bostonherald.com](mailto:marie.szaniszlo@bostonherald.com)>  
**Subject:** RE: facial recognition

Marie,

We are not going to do an interview about it. There is not enough that we would be comfortable saying, for tactical reasons, to do an interview. I will try to get you a statement about how we use it and answer your questions. Sorry.

Dave

**From:** Marie Szaniszlo <[marie.szaniszlo@bostonherald.com](mailto:marie.szaniszlo@bostonherald.com)>  
**Sent:** Thursday, June 6, 2019 11:08 AM  
**To:** Procopio, David (POL) <[david.procopio@pol.state.ma.us](mailto:david.procopio@pol.state.ma.us)>  
**Subject:** Re: facial recognition

Hi Dave:

Can I talk to someone today about facial recognition? Please let me know as soon as possible.

Thanks,

Marie Szaniszlo  
Staff Writer  
Boston Herald  
(617) 799-0476

On Wed, Jun 5, 2019 at 4:43 PM Procopio, David (POL) <[david.procopio@state.ma.us](mailto:david.procopio@state.ma.us)> wrote:

I will check tomorrow what else we can get you. What is the story about exactly?

Sent from my iPhone

On Jun 5, 2019, at 4:29 PM, Marie Szaniszlo <[marie.szaniszlo@bostonherald.com](mailto:marie.szaniszlo@bostonherald.com)> wrote:

Not today, luckily. Is there someone I can speak to tomorrow who can explain how it's used and talk about the training and safeguards and whether anyone's been nabbed with it?

On Wed, Jun 5, 2019 at 4:17 PM Procopio, David (POL) <[david.procopio@state.ma.us](mailto:david.procopio@state.ma.us)> wrote:

We do use it, with all appropriate training and safeguards, for criminal investigations. What is your deadline?

Sent from my iPhone

> On Jun 5, 2019, at 4:04 PM, Marie Szaniszlo <[marie.szaniszlo@bostonherald.com](mailto:marie.szaniszlo@bostonherald.com)> wrote:

>

> I left a message at your office about whether the State Police use facial recognition technology or are looking into using it. Please let me know if they do and, if so, how, and have they nabbed anyone by using it, or has it been less than accurate?

>

> Marie Szaniszlo  
> Staff Writer  
> Boston Herald  
> (617) 799-0476

**From:** [Procopio, David \(POL\)](#)  
**To:** [Wark, Jake \(EPS\)](#); [Browne, Felix \(EPS\)](#); [Goddard, Jacquelyn \(DOT\)](#); [Marvin, Patrick \(DOT\)](#); [Riley, Judith \(DOT\)](#); [Lavoie, Sara \(DOT\)](#)  
**Subject:** FW: facial recognition  
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FYI Herald story facial rec

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On Jun 5, 2019, at 4:29 PM, Marie Szaniszlo <[marie.szaniszlo@bostonherald.com](mailto:marie.szaniszlo@bostonherald.com)> wrote:

Not today, luckily. Is there someone I can speak to tomorrow who can explain how it's used and talk about the training and safeguards and whether anyone's been nabbed with it?

On Wed, Jun 5, 2019 at 4:17 PM Procopio, David (POL)

<[david.procopio@state.ma.us](mailto:david.procopio@state.ma.us)> wrote:

We do use it, with all appropriate training and safeguards, for criminal investigations. What is your deadline?

Sent from my iPhone

> On Jun 5, 2019, at 4:04 PM, Marie Szaniszlo

> <[marie.szaniszlo@bostonherald.com](mailto:marie.szaniszlo@bostonherald.com)> wrote:

>

> I left a message at your office about whether the State Police use facial recognition technology or are looking into using it. Please let me know if they do and, if so, how, and have they nabbed anyone by using it, or has it been less than accurate?

>

> Marie Szaniszlo

> Staff Writer

> Boston Herald

> (617) 799-0476

**From:** [REDACTED]  
**Subject:** RE: Possible ID Fraud - SharePoint #: [REDACTED]  
**Date:** Thursday, June 06, 2019 10:59:37 AM  
**Attachments:** [PCF # \[REDACTED\].pdf](#)  
[\[REDACTED\].prints.pdf](#)

---

Good morning,

I am unable to find additional information on file at the SIS other than that listed under SID # [REDACTED].

Please see the attached composite prints for the subject. I'm also sending a PCF file found under the alias [REDACTED], DOB [REDACTED].

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

*The preceding email message (including any attachments) contains information that may be confidential, may be protected by the attorney-client or other applicable privileges, or may constitute non-public information. It is intended to be conveyed only to the designated recipient(s) named above. If you are not an intended recipient of this message, please notify the sender by replying to this message and then delete all copies of it from your computer system. Any use, dissemination, distribution, or reproduction of this message by unintended recipients is not authorized and may be unlawful.*

---

**From:** [REDACTED] (POL)  
**Sent:** Wednesday, June 05, 2019 11:23 AM  
**To:** [REDACTED]  
**Subject:** FW: Possible ID Fraud - SharePoint #: 2019-500-A4156

---

**From:** Commonwealth Fusion Center (POL)  
**Sent:** Wednesday, June 05, 2019 11:08 AM  
**To:** [REDACTED]  
**Subject:** Possible ID Fraud - SharePoint #: [REDACTED]

Good Morning, All -

Reference SharePoint Activity Log #: [REDACTED]

Please see below & attached regarding a possible fraudulently obtained MA License/ID.

Respectfully,

Sean Bender

Intelligence Analyst  
Massachusetts State Police | Commonwealth Fusion Center  
470 Worcester Road | Framingham | MA 01702  
508-820-2233

---

**From:** Commonwealth Fusion Center (POL)  
**Sent:** Wednesday, June 5, 2019 10:55 AM  
**To:** [REDACTED]  
**Subject:** SECURE: Re: Facial Rec Request

Good Morning,

Facial Recognition on the attached photograph of [REDACTED] (S [REDACTED]) returned a *possible* match to the below named Massachusetts Driver's License or ID (see attached).

[REDACTED]  
DOB: [REDACTED]  
[REDACTED] (Revoked) - Facial Recognition on S [REDACTED] returns no strong match candidates to additional Massachusetts Driver's Licenses or IDs.

**NOTE:** The result(s) of Facial Recognition provided by the Commonwealth Fusion Center are to be utilized as an investigative lead **only** and are **not** to be considered a positive, confirmatory identification of any subject. Any possible connection to or involvement of the subject(s) to any active or ongoing investigation must be substantiated through further investigation.

If you believe that a Massachusetts Driver's License or other Identification associated with an ongoing criminal investigation may be fraudulently obtained, please contact the Massachusetts State Police Fraud Identification Section direct - (857) 368-9500.

Respectfully,

Massachusetts State Police | Commonwealth Fusion Center  
470 Worcester Road | Framingham | MA 01702  
508-820-2233

---

**From:** [REDACTED] <[REDACTED]@nespin.riss.net>  
**Sent:** Wednesday, June 5, 2019 10:25 AM  
**To:** Commonwealth Fusion Center (POL)  
**Subject:** Facial Rec Request

[REDACTED]  
[REDACTED]  
[REDACTED] See

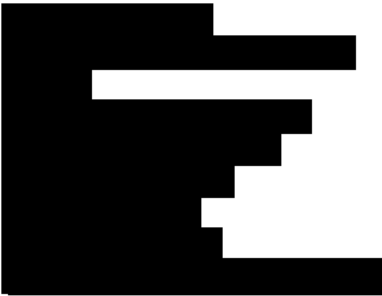


pic attached.



Would you see if you can get any hits on the first pic? I appreciate it.

**Data in public records, commercially available data sources and the internet can contain errors and are generally not totally free from defect. Data from these sources should not be considered definitively accurate, and all data we provide to you should be independently verified before taking any action based on the results.**



*RISS – A Proven Resource for Law Enforcement*



*If NESPIN has helped you in a recent case please let us know.  
Your successes are our successes!*

This e-mail and any files transmitted with it are confidential or the property of NESPIN, and disclosures or distribution to anyone other than the intended recipient without prior written permission is prohibited. This e-mail is intended solely for the use of the individual or entity to whom this e-mail is addressed. The information contained in this message may contain information that is protected by law. If you are not one of the named recipient(s), you are hereby notified that any disclosure, copying, or distribution is strictly prohibited. If you have reason to believe that you have received this message in error, please notify the sender by replying to the e-mail, calling the sender at 800-343-5682 and deleting this message immediately without disclosure of any of its contents. Any other use, retention, dissemination, forwarding, printing or copying of this e-mail is strictly prohibited.

**From:** [Goddard, Jacquelyn \(DOT\)](#)  
**To:** [Riley, Judith \(DOT\)](#)  
**Subject:** RE: Open Media Public Records Requests- MassDOT and the MBTA  
**Date:** Thursday, June 06, 2019 10:46:00 AM

---

Thanks..yes..I was aware of the camera, microphone, etc request from Matt.

---

**From:** Riley, Judith (DOT)  
**Sent:** Thursday, June 06, 2019 10:45 AM  
**To:** Goddard, Jacquelyn (DOT)  
**Subject:** FW: Open Media Public Records Requests- MassDOT and the MBTA

Rocheleau request

---

**From:** Riley, Judith (DOT)  
**Sent:** Wednesday, May 29, 2019 3:05 PM  
**To:** Goddard, Jacquelyn (DOT) <[Jacquelyn.Goddard@dot.state.ma.us](mailto:Jacquelyn.Goddard@dot.state.ma.us)>  
**Subject:** Open Media Public Records Requests- MassDOT and the MBTA

Hi Jacque,

The FOIA request is below. It looks like it was submitted to Legal yesterday.

Judi

I am requesting that I be provided a copy of the following records, which I would ask be sent in electronic form (such as a PDF or Word or Excel file), if possible:

- Any/all equipment inventories, purchase orders/invoices, contracts, service agreements, grant award letters, maintenance/repair, and subscriptions/memberships, for each of the following:
  - o facial recognition technology
  - o license plate readers/cameras
  - o cameras that monitor public spaces
  - o social media and/or internet activity monitoring software/technology
  - o artificial intelligence technology
  - o data mining software/technology
  - o data scraping software/technology
  - o predictive policing technology
  - o aircraft, including UAVs
  - o wiretapping equipment
  - o Range-R devices and/or any other devices that can detect and/or measure the presence and number of people/objects through walls
  - o long-range microphones
  - o biometric equipment, including but not limited to fingerprint, face, and/or iris readers/scanners and voice and/or gait recognition devices
  - o Stingrays, cell site simulators, IMSI catchers and/or other cell phone surveillance equipment

**From:** William J. Doyle, Esq. <[william.doyle@state.ma.us](mailto:william.doyle@state.ma.us)>  
**Sent:** Wednesday, May 29, 2019 7:04 AM  
**To:** William J. Doyle, Esq. <[william.doyle@state.ma.us](mailto:william.doyle@state.ma.us)>  
**Cc:** [Marie.Breen@state.ma.us](mailto:Marie.Breen@state.ma.us); [maryellen.lyons@state.ma.us](mailto:maryellen.lyons@state.ma.us); Ciollo, Julie (MBTA) <[jciollo@mbta.com](mailto:jciollo@mbta.com)>; [Jacquelyn.Goddard@state.ma.us](mailto:Jacquelyn.Goddard@state.ma.us) <[jacquelyn.goddard@state.ma.us](mailto:jacquelyn.goddard@state.ma.us)>; Pesaturo, Joe D (MBTA) <[jpesaturo@mbta.com](mailto:jpesaturo@mbta.com)>; Verseckes, Michael (MBTA) <[mverseckes@mbta.com](mailto:mverseckes@mbta.com)>; [Patrick.Marvin@state.ma.us](mailto:Patrick.Marvin@state.ma.us); [JudithReardon.Riley@dot.state.ma.us](mailto:JudithReardon.Riley@dot.state.ma.us) <[judith.reardon.riley@state.ma.us](mailto:judith.reardon.riley@state.ma.us)>; [Jean.Berke@state.ma.us](mailto:Jean.Berke@state.ma.us); [alan.macdonald@state.ma.us](mailto:alan.macdonald@state.ma.us); [klotti@MBTA.com](mailto:klotti@MBTA.com) <[klotti@mbta.com](mailto:klotti@mbta.com)>; [sskinner@mbta.com](mailto:sskinner@mbta.com) <[sskinner@mbta.com](mailto:sskinner@mbta.com)>;

[trish.foley@state.ma.us](mailto:trish.foley@state.ma.us) <[trish.foley@state.ma.us](mailto:trish.foley@state.ma.us)>; [eileen.fenton@state.ma.us](mailto:eileen.fenton@state.ma.us)  
<[eileen.fenton@state.ma.us](mailto:eileen.fenton@state.ma.us)>; Cobb, Susan (MBTA) <[scobb@mbta.com](mailto:scobb@mbta.com)>; Kalowski, Michelle  
<[mkalowski@mbta.com](mailto:mkalowski@mbta.com)>; [Robin.Nelson@dot.state.ma.us](mailto:Robin.Nelson@dot.state.ma.us) <[robin.nelson2@state.ma.us](mailto:robin.nelson2@state.ma.us)>;  
[Lisa.Battiston@dot.state.ma.us](mailto:Lisa.Battiston@dot.state.ma.us) <[lisa.battiston@state.ma.us](mailto:lisa.battiston@state.ma.us)>

**Subject:** Open Media Public Records Requests- MassDOT and the MBTA

Good morning,

Attached please find the bi-weekly public records report, which contains both all open **media, and media-related, public records requests** received by MassDOT and the MBTA (the report containing **all** of the public records requests is sent weekly on Mondays at 8:00 AM). If there is anything that you believe needs special attention, is related to some other matter, or requires further discussion, please feel free to contact either myself (for MassDOT requests) or Julie Ciollo (for those involving the MBTA).

Please note that MassDOT public records requests begin with "P" and MBTA requests begin with "R".

Thank you,  
Bill

**From:** [Riley, Judith \(DOT\)](#)  
**To:** [Goddard, Jacquelyn \(DOT\)](#)  
**Subject:** FW: Open Media Public Records Requests- MassDOT and the MBTA  
**Date:** Thursday, June 06, 2019 10:45:14 AM  
**Attachments:** [MEDIAMEDIA-RELATEDPublicRecordsOverview-OpenMassDOT&MBTA.pdf](#)

---

Rocheleau request

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**From:** Riley, Judith (DOT)  
**Sent:** Wednesday, May 29, 2019 3:05 PM  
**To:** Goddard, Jacquelyn (DOT) <[Jacquelyn.Goddard@dot.state.ma.us](mailto:Jacquelyn.Goddard@dot.state.ma.us)>  
**Subject:** Open Media Public Records Requests- MassDOT and the MBTA

Hi Jacque,

The FOIA request is below. It looks like it was submitted to Legal yesterday.

Judi

I am requesting that I be provided a copy of the following records, which I would ask be sent in electronic form (such as a PDF or Word or Excel file), if possible:

- Any/all equipment inventories, purchase orders/invoices, contracts, service agreements, grant award letters, maintenance/repair, and subscriptions/memberships, for each of the following:
  - o facial recognition technology
  - o license plate readers/cameras
  - o cameras that monitor public spaces
  - o social media and/or internet activity monitoring software/technology
  - o artificial intelligence technology
  - o data mining software/technology
  - o data scraping software/technology
  - o predictive policing technology
  - o aircraft, including UAVs
  - o wiretapping equipment
  - o Range-R devices and/or any other devices that can detect and/or measure the presence and number of people/objects through walls
  - o long-range microphones
  - o biometric equipment, including but not limited to fingerprint, face, and/or iris readers/scanners and voice and/or gait recognition devices
  - o Stingrays, cell site simulators, IMSI catchers and/or other cell phone surveillance equipment

**From:** William J. Doyle, Esq. <[william.doyle@state.ma.us](mailto:william.doyle@state.ma.us)>  
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**To:** William J. Doyle, Esq. <[william.doyle@state.ma.us](mailto:william.doyle@state.ma.us)>  
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**Subject:** Open Media Public Records Requests- MassDOT and the MBTA

Good morning,

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Thank you,  
Bill

**From:** [Cotter, Nancy](#)  
**To:** [Kornegay, Chrystal \(DOT\)](#); [Dean Mazzarella \(DMazzarella@Leominster-MA.gov\)](#); [Joe Sullivan](#); [Joseph Aiello \(jcfaiello@gmail.com\)](#); [Murtagh, Kathleen \(DOT\)](#); [King, Timothy \(DOT\)](#); [Lang, Brian \(DOT\)](#); ["Robert Moylan"](#); [Shortsleeve, Brian \(MBTA\)](#); [Taylor, Betsy \(DOT\)](#); [Tibbits-Nutt, Monica \(DOT\)](#)  
**Cc:** [Ciampa, Christine \(MBTA\)](#)  
**Subject:** MassDOT Daily Online Articles Thursday June 6, 2019.docx  
**Date:** Thursday, June 06, 2019 10:27:11 AM  
**Attachments:** [MassDOT Daily Online Articles Thursday June 6, 2019.docx](#)

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This email/electronic message, including any attached files, is being sent by the MBTA. It is solely intended for the recipient(s) and may contain information that is proprietary, confidential, legally privileged, and/or exempt from disclosure pursuant to state and federal law. If you have received this message in error or are not the intended recipient(s), please notify the sender immediately by reply, and delete all copies of this email/electronic message and any attached files from your computer. If you are the intended recipient(s), you may use the information contained in this email/electronic message and any attached files only as authorized by the MBTA. Any unauthorized use, dissemination, or disclosure of this email/electronic message and/or its attached files is strictly prohibited.

**From:** [Jessen, Klark \(DOT\)](#)  
**To:** [Jessen, Klark \(DOT\)](#)  
**Subject:** MassDOT Daily Online Articles Thursday June 6, 2019.docx  
**Date:** Thursday, June 06, 2019 10:16:21 AM  
**Attachments:** [MassDOT Daily Online Articles Thursday June 6, 2019.docx](#)

---

Today's MassDOT News.

Klark

**From:** [Boyle, Christopher \(DOT\)](#)  
**To:** [Lavoie, Sara \(DOT\)](#)  
**Subject:** RE: facial recognition  
**Date:** Thursday, June 06, 2019 9:36:33 AM

---

Sounds good. Thanks.

---

**From:** Lavoie, Sara (DOT)  
**Sent:** Thursday, June 6, 2019 9:35 AM  
**To:** Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>  
**Subject:** FW: facial recognition

FYI

---

**From:** Procopio, David (POL)  
**Sent:** Thursday, June 06, 2019 9:01 AM  
**To:** Lavoie, Sara (DOT); Goddard, Jacquelyn (DOT); Marvin, Patrick (DOT); Riley, Judith (DOT)  
**Subject:** Fwd: facial recognition

Good morning. Pls see below. I am going to draft a statement regarding our overall use of facial rec technology, a component of which consists of our use of the RMV database. I will share the same with you for review later today.

Thanks  
Dave

Sent from my iPhone

Begin forwarded message:

On Jun 5, 2019, at 4:29 PM, Marie Szaniszlo  
<[marie.szaniszlo@bostonherald.com](mailto:marie.szaniszlo@bostonherald.com)> wrote:

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Sent from my iPhone

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> I left a message at your office about whether the State Police use facial recognition technology or are looking into using it. Please let me know if they do and, if so, how, and have they nabbed anyone by using it, or has it been less than accurate?

>

> Marie Szaniszlo

> Staff Writer

> Boston Herald

> (617) 799-0476

**From:** [Lavoie, Sara \(DOT\)](#)  
**To:** [Boyle, Christopher \(DOT\)](#)  
**Subject:** FW: facial recognition  
**Date:** Thursday, June 06, 2019 9:34:55 AM

---

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> Marie Szaniszlo  
> Staff Writer  
> Boston Herald  
> (617) 799-0476

**From:** [Goddard, Jacquelyn \(DOT\)](#)  
**To:** [Fenton, Eileen \(DOT\)](#); [Marvin, Patrick \(DOT\)](#)  
**Subject:** Fwd: facial recognition- Herald  
**Date:** Thursday, June 06, 2019 9:18:36 AM

---

Jacquelyn Goddard  
Communications Office  
Massachusetts Department of Transportation

Begin forwarded message:

**From:** "Finlaw, Sarah (GOV)" <[sarah.finlaw@MassMail.State.MA.US](mailto:sarah.finlaw@MassMail.State.MA.US)>  
**Date:** June 6, 2019 at 9:16:32 AM EDT  
**To:** "Goddard, Jacquelyn (DOT)" <[jacquelyn.goddard@state.ma.us](mailto:jacquelyn.goddard@state.ma.us)>  
**Cc:** "Garrity, Rob (DOT)" <[rob.garrity@state.ma.us](mailto:rob.garrity@state.ma.us)>, "Riley, Judith Reardon (DOT)" <[judith.reardon.riley@state.ma.us](mailto:judith.reardon.riley@state.ma.us)>  
**Subject:** RE: facial recognition- Herald

I asked MSP to coordinate w you and legal since there is a PRR in on surveillance equipment.

---

**From:** Goddard, Jacquelyn (DOT)  
**Sent:** Thursday, June 06, 2019 9:04 AM  
**To:** Finlaw, Sarah (GOV)  
**Cc:** Garrity, Rob (DOT); Riley, Judith Reardon (DOT)  
**Subject:** Fwd: facial recognition- Herald

Jacquelyn Goddard  
Communications Office  
Massachusetts Department of Transportation

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**From:** "Procopio, David (POL)" <[david.procopio@pol.state.ma.us](mailto:david.procopio@pol.state.ma.us)>  
**Date:** June 6, 2019 at 9:00:33 AM EDT  
**To:** "Lavoie, Sara (DOT)" <[Sara.Lavoie@dot.state.ma.us](mailto:Sara.Lavoie@dot.state.ma.us)>, "Goddard, Jacquelyn (DOT)" <[Jacquelyn.Goddard@dot.state.ma.us](mailto:Jacquelyn.Goddard@dot.state.ma.us)>, "Marvin, Patrick (DOT)" <[Patrick.Marvin@dot.state.ma.us](mailto:Patrick.Marvin@dot.state.ma.us)>, "Riley, Judith (DOT)" <[JudithReardon.Riley@dot.state.ma.us](mailto:JudithReardon.Riley@dot.state.ma.us)>  
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> Marie Szaniszlo  
> Staff Writer  
> Boston Herald  
> (617) 799-0476

**From:** [Jacquelyn.Goddard@dot.state.ma.us](mailto:Jacquelyn.Goddard@dot.state.ma.us)  
**To:** [Fenton, Eileen \(DOT\)](#); [Marvin, Patrick \(DOT\)](#)  
**Subject:** Fwd: facial recognition- Herald  
**Date:** Thursday, June 06, 2019 9:18:35 AM

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Communications Office  
Massachusetts Department of Transportation

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**Date:** June 6, 2019 at 9:16:32 AM EDT  
**To:** "Goddard, Jacquelyn (DOT)" <[jacquelyn.goddard@state.ma.us](mailto:jacquelyn.goddard@state.ma.us)>  
**Cc:** "Garrity, Rob (DOT)" <[rob.garrity@state.ma.us](mailto:rob.garrity@state.ma.us)>, "Riley, Judith Reardon (DOT)" <[judith.reardon.riley@state.ma.us](mailto:judith.reardon.riley@state.ma.us)>  
**Subject: RE: facial recognition- Herald**

I asked MSP to coordinate w you and legal since there is a PRR in on surveillance equipment.

---

**From:** Goddard, Jacquelyn (DOT)  
**Sent:** Thursday, June 06, 2019 9:04 AM  
**To:** Finlaw, Sarah (GOV)  
**Cc:** Garrity, Rob (DOT); Riley, Judith Reardon (DOT)  
**Subject:** Fwd: facial recognition- Herald

Jacquelyn Goddard  
Communications Office  
Massachusetts Department of Transportation

Begin forwarded message:

**From:** "Procopio, David (POL)" <[david.procopio@pol.state.ma.us](mailto:david.procopio@pol.state.ma.us)>  
**Date:** June 6, 2019 at 9:00:33 AM EDT  
**To:** "Lavoie, Sara (DOT)" <[Sara.Lavoie@dot.state.ma.us](mailto:Sara.Lavoie@dot.state.ma.us)>, "Goddard, Jacquelyn (DOT)" <[Jacquelyn.Goddard@dot.state.ma.us](mailto:Jacquelyn.Goddard@dot.state.ma.us)>, "Marvin, Patrick (DOT)" <[Patrick.Marvin@dot.state.ma.us](mailto:Patrick.Marvin@dot.state.ma.us)>, "Riley, Judith (DOT)" <[JudithReardon.Riley@dot.state.ma.us](mailto:JudithReardon.Riley@dot.state.ma.us)>  
**Subject: Fwd: facial recognition**

Good morning. Pls see below. I am going to draft a statement regarding our overall use of facial rec technology, a component of which consists of our use of the RMV database. I will share the same

with you for review later today.  
Thanks  
Dave

Sent from my iPhone

Begin forwarded message:

On Jun 5, 2019, at 4:29 PM, Marie Szaniszlo  
<[marie.szaniszlo@bostonherald.com](mailto:marie.szaniszlo@bostonherald.com)>  
wrote:

Not today, luckily. Is there someone I can speak to tomorrow who can explain how it's used and talk about the training and safeguards and whether anyone's been nabbed with it?

On Wed, Jun 5, 2019 at 4:17 PM Procopio, David (POL)  
<[david.procopio@state.ma.us](mailto:david.procopio@state.ma.us)>  
wrote:

We do use it, with all appropriate training and safeguards, for criminal investigations. What is your deadline?

Sent from my iPhone

> On Jun 5, 2019, at 4:04 PM, Marie Szaniszlo  
<[marie.szaniszlo@bostonherald.com](mailto:marie.szaniszlo@bostonherald.com)>  
wrote:

>

> I left a message at your office about whether the State Police use facial recognition technology or are looking into using it. Please let me know if they do and, if so, how, and have they nabbed anyone by using it, or has it been less than accurate?



>  
> Marie Szaniszlo  
> Staff Writer  
> Boston Herald  
> (617) 799-0476

**From:** [Procopio, David \(POL\)](#)  
**To:** [Riley, Judith \(DOT\)](#)  
**Cc:** [Browne, Felix \(EPS\)](#); [Goddard, Jacquelyn \(DOT\)](#)  
**Subject:** Re: 7 News Question  
**Date:** Thursday, June 06, 2019 9:17:21 AM

---

Fine here.

Sent from my iPhone

> On Jun 5, 2019, at 12:22 PM, Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us> wrote:

>

> Hi David and Felix,

>

> I am just circling back on this request. Are you okay with MassDOT sending WHDH the form (attached) that is used by law enforcement to make facial recognition requests?

>

> I am hoping to send the responsive information to Mary Schwager today.

>

> Thanks,

>

> Judi

>

>

> -----Original Message-----

> From: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>

> Sent: Tuesday, June 4, 2019 1:54 PM

> To: Procopio, David (POL) <david.procopio@pol.state.ma.us>; Browne, Felix (EPS) <felix.browne@mass.gov>

> Cc: Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>; Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>; Finlaw, Sarah (GOV) <sarah.finlaw@MassMail.State.MA.US>

> Subject: 7 News Question

> Importance: High

>

> Hi Dave and Felix,

>

> Mary Schwager has been asking MassDOT Communications questions regarding facial recognition. She most recently asked, "How does the system work? Do police call the RMV and RMV operates the facial recognition system? Do they have to have a reason or submit a request form to the RMV? Can you also please send me a copy of the contract with Idemia?"

>

> Please note that I am hoping to send Mary the attached documents that include the form that is used by law enforcement to make facial recognition requests. Would you please let me know if you have any concerns about releasing the form?

>

> Thank you very much.

>

> Best regards,

>

> Judi

>

>

> <MassDOT RMV Drivers License ID\_RFR (2014).pdf>

> <DL Amendment Signed 112417.pdf>

> <DL ExecutedAward\_MorphoTrust.pdf>

><Fac. Rec request w-form 10-2015.pdf>

**From:** [Goddard, Jacquelyn \(DOT\)](#)  
**To:** [Finlaw, Sarah \(GOV\)](#)  
**Cc:** [Garrity, Rob \(DOT\)](#); [Riley, Judith \(DOT\)](#)  
**Subject:** Fwd: facial recognition- Herald  
**Date:** Thursday, June 06, 2019 9:04:04 AM

---

Jacquelyn Goddard  
Communications Office  
Massachusetts Department of Transportation

Begin forwarded message:

**From:** "Procopio, David (POL)" <[david.procopio@pol.state.ma.us](mailto:david.procopio@pol.state.ma.us)>  
**Date:** June 6, 2019 at 9:00:33 AM EDT  
**To:** "Lavoie, Sara (DOT)" <[Sara.Lavoie@dot.state.ma.us](mailto:Sara.Lavoie@dot.state.ma.us)>, "Goddard, Jacquelyn (DOT)" <[Jacquelyn.Goddard@dot.state.ma.us](mailto:Jacquelyn.Goddard@dot.state.ma.us)>, "Marvin, Patrick (DOT)" <[Patrick.Marvin@dot.state.ma.us](mailto:Patrick.Marvin@dot.state.ma.us)>, "Riley, Judith (DOT)" <[JudithReardon.Riley@dot.state.ma.us](mailto:JudithReardon.Riley@dot.state.ma.us)>  
**Subject:** Fwd: facial recognition

Good morning. Pls see below. I am going to draft a statement regarding our overall use of facial rec technology, a component of which consists of our use of the RMV database. I will share the same with you for review later today.

Thanks  
Dave

Sent from my iPhone

Begin forwarded message:

On Jun 5, 2019, at 4:29 PM, Marie Szaniszlo  
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Not today, luckily. Is there someone I can speak to tomorrow who can explain how it's used and talk about the training and safeguards and whether anyone's been nabbed with it?

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<[david.procopio@state.ma.us](mailto:david.procopio@state.ma.us)> wrote:

We do use it, with all appropriate training and safeguards, for criminal investigations. What is your deadline?

Sent from my iPhone

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> I left a message at your office about whether the State Police use facial recognition technology or are looking into using it. Please let me know if they do and, if so, how, and have they nabbed anyone by using it, or has it been less than accurate?

>

> Marie Szaniszlo

> Staff Writer

> Boston Herald

> (617) 799-0476

**From:** [Jacquelyn.Goddard@dot.state.ma.us](mailto:Jacquelyn.Goddard@dot.state.ma.us)  
**To:** [Finlaw, Sarah \(GOV\)](#)  
**Cc:** [Garrity, Rob \(DOT\)](#); [Riley, Judith \(DOT\)](#)  
**Bcc:** [Huber, Maxwell \(DOT\)](#); [Marvin, Patrick \(DOT\)](#); [McGlinchey, Madison \(DOT\)](#); [Deveney, Erin \(DOT\)](#)  
**Subject:** Fwd: facial recognition- Herald  
**Date:** Thursday, June 06, 2019 9:03:57 AM

---

Jacquelyn Goddard  
Communications Office  
Massachusetts Department of Transportation

Begin forwarded message:

**From:** "Procopio, David (POL)" <[david.procopio@pol.state.ma.us](mailto:david.procopio@pol.state.ma.us)>  
**Date:** June 6, 2019 at 9:00:33 AM EDT  
**To:** "Lavoie, Sara (DOT)" <[Sara.Lavoie@dot.state.ma.us](mailto:Sara.Lavoie@dot.state.ma.us)>, "Goddard, Jacquelyn (DOT)" <[Jacquelyn.Goddard@dot.state.ma.us](mailto:Jacquelyn.Goddard@dot.state.ma.us)>, "Marvin, Patrick (DOT)" <[Patrick.Marvin@dot.state.ma.us](mailto:Patrick.Marvin@dot.state.ma.us)>, "Riley, Judith (DOT)" <[JudithReardon.Riley@dot.state.ma.us](mailto:JudithReardon.Riley@dot.state.ma.us)>  
**Subject:** Fwd: facial recognition

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Thanks  
Dave

Sent from my iPhone

Begin forwarded message:

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>

> Marie Szaniszlo

> Staff Writer

> Boston Herald

> (617) 799-0476

**From:** [Goddard, Jacquelyn \(DOT\)](#)  
**To:** [Procopio, David \(POL\)](#)  
**Cc:** [Lavoie, Sara \(DOT\)](#); [Marvin, Patrick \(DOT\)](#); [Riley, Judith \(DOT\)](#)  
**Subject:** Re: facial recognition  
**Date:** Thursday, June 06, 2019 9:01:55 AM

---

Thank you

Jacquelyn Goddard  
Communications Office  
Massachusetts Department of Transportation

On Jun 6, 2019, at 9:00 AM, Procopio, David (POL) <[david.procopio@pol.state.ma.us](mailto:david.procopio@pol.state.ma.us)> wrote:

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Szaniszlo

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> Marie Szaniszlo

> Staff Writer

> Boston Herald

> (617) 799-0476

**From:** [Jacquelyn.Goddard@dot.state.ma.us](mailto:Jacquelyn.Goddard@dot.state.ma.us)  
**To:** [Procopio, David \(POL\)](mailto:Procopio.David@pol.state.ma.us)  
**Cc:** [Lavoie, Sara \(DOT\)](mailto:Lavoie.Sara@dot.state.ma.us); [Marvin, Patrick \(DOT\)](mailto:Marvin.Patrick@dot.state.ma.us); [Riley, Judith \(DOT\)](mailto:Riley.Judith@dot.state.ma.us)  
**Subject:** Re: facial recognition  
**Date:** Thursday, June 06, 2019 9:01:53 AM

---

Thank you

Jacquelyn Goddard  
Communications Office  
Massachusetts Department of Transportation

On Jun 6, 2019, at 9:00 AM, Procopio, David (POL) <[david.procopio@pol.state.ma.us](mailto:david.procopio@pol.state.ma.us)> wrote:

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>

> Marie Szaniszlo

> Staff Writer

> Boston Herald

> (617) 799-0476

**From:** [Procopio, David \(POL\)](#)  
**To:** [Lavoie, Sara \(DOT\)](#); [Goddard, Jacquelyn \(DOT\)](#); [Marvin, Patrick \(DOT\)](#); [Riley, Judith \(DOT\)](#)  
**Subject:** Fwd: facial recognition  
**Date:** Thursday, June 06, 2019 9:00:34 AM

---

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Dave

Sent from my iPhone

Begin forwarded message:

On Jun 5, 2019, at 4:29 PM, Marie Szaniszlo  
<[marie.szaniszlo@bostonherald.com](mailto:marie.szaniszlo@bostonherald.com)> wrote:

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<[david.procopio@state.ma.us](mailto:david.procopio@state.ma.us)> wrote:

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> On Jun 5, 2019, at 4:04 PM, Marie Szaniszlo  
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>

> Marie Szaniszlo  
> Staff Writer  
> Boston Herald  
> (617) 799-0476

**From:** [DeCarlo, Jeffrey \(DOT\)](#)  
**To:** [Moran, Kevin MI \(DOT\)](#)  
**Subject:** FW: Drone story in Metro  
**Date:** Thursday, June 06, 2019 8:09:08 AM  
**Attachments:** [image001.png](#)

---

V/R,

***Jeffrey DeCarlo, Ed.D., PMP, ATP***

Administrator

MassDOT Aeronautics Division

Logan Office Center

One Harborside Dr., Ste 205N

East Boston, MA 02128-2909

Tel: (617) 412-3686

Fax: (617) 412-3679

E-mail: [Jeffrey.DeCarlo@dot.state.ma.us](mailto:Jeffrey.DeCarlo@dot.state.ma.us)

Website: [www.mass.gov/massdot/aeronautics](http://www.mass.gov/massdot/aeronautics)



---

**From:** Goddard, Jacquelyn (DOT)  
**Sent:** Wednesday, June 05, 2019 6:13 PM  
**To:** DeCarlo, Jeffrey (DOT)  
**Cc:** Garrity, Rob (DOT); Sarah Finlaw  
**Subject:** Re: Drone story in Metro

Jeff-

Please advise if you can call me now or want to talk Thursday.

Thanks

Jacque

617-620-6674

Jacquelyn Goddard  
Communications Office  
Massachusetts Department of Transportation

On Jun 5, 2019, at 6:03 PM, DeCarlo, Jeffrey (DOT) <[Jeffrey.DeCarlo@dot.state.ma.us](mailto:Jeffrey.DeCarlo@dot.state.ma.us)> wrote:

I think that it would be best to speak off-line about this.

Sent from my iPhone

On Jun 5, 2019, at 4:30 PM, Goddard, Jacquelyn (DOT)  
<[Jacquelyn.Goddard@dot.state.ma.us](mailto:Jacquelyn.Goddard@dot.state.ma.us)> wrote:

Jeff- please read. All text accurate? Thanks  
—/

Drone Zone: Mass. seeks to ascend with ambitious unmanned aerial  
initiative

MassDOT wants to use drones for inspection and maintenance of state  
infrastructure.

By [Dan Atkinson](#)

Published : June 05, 2019

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State officials are looking to turn Massachusetts into “the foremost  
drone ecosystem in the nation,” but haven’t finalized a privacy policy  
on drone use, which civil liberties groups said should not be left up in  
the air.

The state Department of Transportation is calling for consultants to  
assist with the department’s Drone Project and will pay up to \$300,000  
a year for five years, according to a recent bid solicitation. MassDOT  
currently has 13 drones, and in addition to positioning the  
Commonwealth as the foremost drone ecosystem in the nation,”  
according to the bid, the Drone Project’s main goal is also to “[bring]  
together government, industry and academia to promote economic  
development by advancing the state-of-the-art for unmanned and  
autonomous aerial vehicles.”

The bid calls for experts in drone operations, data collection, flight  
tracking, and other areas. MassDOT spokesman Patrick Marvin said the  
department is looking to use drones for inspection and maintenance of  
state infrastructure.

Drones have the potential to increase efficiency for labor intensive work  
such as inspections of hard-to-reach infrastructure, including the

underside of bridges, and [to] improve visualization and evaluations with tasks such as tarmac pavement condition inspections,” Marvin said.

•

As for privacy, Marvin said that operators are trained in safety procedures and current state laws on privacy, while MassDOT is “continuing to develop a privacy policy on this topic.” But according to Kade Crockford, Director of the Technology for Liberty Program at American Civil Liberties Union of Massachusetts, such measures should have been taken long ago.

“It’s very troubling that they’ve started using the technology before having a privacy policy in place,” Crockford said. “I’m concerned, frankly, about MassDOT flying drones in the sky above Massachusetts and collecting data where we’re not sure what it looks like.”

Crockford said the stated use of the program was a good idea and a way to limit potentially dangerous inspections for employees, but also pointed to other instances of MassDOT collecting information that wound up being shared with law enforcement—like facial recognition data through the RMV, or E-ZPass location information—without any public debate or transparent decision-making process.

“We don’t have a problem with the underlying motivation, we have concerns about the government being deliberate when considering privacy at the outset,” Crockford said, adding that MassDOT could wind up sharing drone information with law enforcement down the road. “We see in case after case that there is mission creep. It happens regularly, you adapt technology for one purpose then realize it has law enforcement applications.”


“The intent is not what matters,” Crockford added. “The outcome is what matters.”

*This article was produced in collaboration with the [Boston Institute for Nonprofit Journalism](#). To support independent local reporting visit [givetobinj.org](#).*



29

[PHOTOS: Celebrities attend 'Avengers: Endgame' premiere in Los Angeles](#)

-  [<peter-dinklage-lookalike.jpg.jpeg>](#)

8

[PHOTOS: This Pakistani waiter looks just like Peter Dinklage](#)  
**More picture galleries**

**“Drones have the potential to increase efficiency for labor intensive work such as inspections of hard-to-reach infrastructure, including the underside of bridges, and [to] improve visualization and evaluations with tasks such as tarmac pavement condition inspections,” Marvin said.**

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“The intent is not what matters,” Crockford added. “The outcome is what matters.”

*This article was produced in collaboration with the [Boston Institute for Nonprofit Journalism](#). To support independent local reporting visit [giveto](#)*

**From:** [Scott, James](#)  
**To:** [Brian Gacek](#); [Boyle, Christopher \(DOT\)](#)  
**Subject:** Facial rec request using attached PR License  
**Date:** Wednesday, June 05, 2019 8:07:51 PM

---

No luck

**From:** "Fusion (POL)" <[fusion@state.ma.us](mailto:fusion@state.ma.us)>  
**Date:** June 5, 2019 at 7:54:52 PM EDT  
**To:** "Scott, James" <[JScott@sauguspd.com](mailto:JScott@sauguspd.com)>  
**Subject:** [Probable Spam] **RE: Facial rec request using attached PR License**

Good evening. Facial recognition was run multiple times as well as Coplink with negative results. The name was also searched with negative results. The picture has a line in it that could be affecting the results. Sorry. What is the address that he was using to register the car? The address can be searched in Coplink if he would like. Thanks.

Marcy Bennett  
Intelligence Analyst  
Commonwealth Fusion Center  
470 Worcester Road  
Framingham, MA  
508-820-2233

---

**From:** Scott, James <[JScott@sauguspd.com](mailto:JScott@sauguspd.com)>  
**Sent:** Wednesday, June 5, 2019 6:35 PM  
**To:** Commonwealth Fusion Center (POL) <[fusion@pol.State.MA.US](mailto:fusion@pol.State.MA.US)>  
**Cc:** Boyle, Christopher (DOT) <[Christopher.P.Boyle@dot.state.ma.us](mailto:Christopher.P.Boyle@dot.state.ma.us)>  
**Subject:** Facial rec request using attached PR License

Hi Fusion, this might not work but the attached alleged PR License is from a stop by a NH Trooper last night. During his stop he did find a Mass License holder using the same identity but his guy in NH claimed to be the victim of ID Theft and was here for cancer treatment. One thing we found is that the car he was driving, Mass Plates was registered to the same address as the Mass Licensed suspected Impostor.

The only picture we have of the guy that was stopped is off the attached alleged PR License, could you give it a shot in facial rec. Thanks

Off. James Scott, Saugus MA PD, Ret-SMSGt, Security Forces, USAFR  
Identity Theft Expert/Instructor of the Universal Identity Theft Recognition Program called "Identifying the Impostor".

**From:** [Goddard, Jacquelyn \(DOT\)](#)  
**To:** [DeCarlo, Jeffrey \(DOT\)](#)  
**Cc:** [Garrity, Rob \(DOT\)](#); [Finlaw, Sarah \(GOV\)](#)  
**Subject:** Re: Drone story in Metro  
**Date:** Wednesday, June 05, 2019 6:13:30 PM

---

Jeff-  
Please advise if you can call me now or want to talk Thursday.  
Thanks  
Jacque  
617-620-6674

Jacquelyn Goddard  
Communications Office  
Massachusetts Department of Transportation

On Jun 5, 2019, at 6:03 PM, DeCarlo, Jeffrey (DOT) <[Jeffrey.DeCarlo@dot.state.ma.us](mailto:Jeffrey.DeCarlo@dot.state.ma.us)> wrote:

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Sent from my iPhone

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Jeff- please read. All text accurate? Thanks  
—/

Drone Zone: Mass. seeks to ascend with ambitious unmanned aerial initiative

MassDOT wants to use drones for inspection and maintenance of state infrastructure.

By [Dan Atkinson](#)  
Published : June 05, 2019

---

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**8**  
<peter-dinklage-lookalike.jpg.jpeg>

**From:** [DeCarlo, Jeffrey \(DOT\)](#)  
**To:** [Goddard, Jacquelyn \(DOT\)](#)  
**Cc:** [Garrity, Rob \(DOT\)](#); [Finlaw, Sarah \(GOV\)](#); [Marvin, Patrick \(DOT\)](#)  
**Subject:** Re: Drone story in Metro  
**Date:** Wednesday, June 05, 2019 6:03:44 PM

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I think that it would be best to speak off-line about this.

Sent from my iPhone

On Jun 5, 2019, at 4:30 PM, Goddard, Jacquelyn (DOT)  
<[Jacquelyn.Goddard@dot.state.ma.us](mailto:Jacquelyn.Goddard@dot.state.ma.us)> wrote:

Jeff- please read. All text accurate? Thanks

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By [Dan Atkinson](#)

Published : June 05, 2019

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**From:** [Jeffrey.DeCarlo@dot.state.ma.us](mailto:Jeffrey.DeCarlo@dot.state.ma.us)  
**To:** [Paige.Scott-Reed](mailto:Paige.Scott-Reed)  
**Subject:** Fwd: Drone story in Metro  
**Date:** Wednesday, June 05, 2019 6:02:17 PM

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Sent from my iPhone

Begin forwarded message:

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**Date:** June 5, 2019 at 4:30:28 PM EDT  
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**From:** [Steve LeVine](#)  
**To:** [Goddard, Jacquelyn \(DOT\)](#)  
**Subject:** Axios Future: Corporate activism — Consumer power — Robots navigating the world  
**Date:** Wednesday, June 05, 2019 5:27:25 PM

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# Axios Future

By Steve LeVine · Jun 05, 2019

**Have your friends signed up?**

**Any stories we should be chasing?** Hit reply to this email or message me at [steve@axios.com](mailto:steve@axios.com) or the rest of the Future team: Kaveh Waddell at [kaveh@axios.com](mailto:kaveh@axios.com) and Erica Pandey at [erica@axios.com](mailto:erica@axios.com).

**Today's Smart Brevity count:** 1,270 words, ~5 minute read.

**Okay, let's start with ...**

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1 big thing: When firms act like governments ...



Illustration of a circle of columns with the center column replaced by a skyscraper



Illustration: Aïda Amer/Axios

In a flurry of big decisions, major companies are refusing to work with gun sellers, states that restrict abortion rights and places that propose anti-LGBTQ bills — throwing their weight around to shift public policy, *writes Erica.*

**Driving the news:** Throughout the history of capitalism, wealthy and powerful companies have effectively acted like governments. But now, as these corporate giants get bigger and richer than ever, they are fundamentally

changing the calculus of power in the U.S.

**As Axios has reported**, companies are taking ever more daring positions on social and political issues because of intense pressure from the public and their own employees. At a time of rock bottom trust in institutions and leaders, corporations are among the very few remaining bastions of public confidence, says Edelman, the public relations firm.

**The latest example is Salesforce**, which has recently barred certain gun sellers from using its e-commerce software, per the Washington Post. It follows a trend of companies targeting guns:

- **Amazon and eBay have both** banned the sale of firearms on their platforms.
- **Shopify has stopped** providing its software to merchants who sell semi-automatic firearms and silencers, among other weapons.
- **Walmart, the country's biggest** gun seller, has stopped selling the weapons to customers under 21. And Dick's Sporting Goods has pulled all assault-style guns from its shelves.

**Firms have waded into other debates, too:** In an outcry over abortion rights, Hollywood studios are threatening to stop filming in Georgia. And two years ago, a backlash by PayPal, the NCAA, Bank of America and others forced North Carolina to repeal a "bathroom bill" that discriminated against transgender individuals.

"We are concerned by the rise of boardroom legislation by unelected corporate leaders," says Lawrence Keane, SVP of public affairs for the National Shooting Sports Foundation. "It's particularly troubling when the companies making the decisions have tons of market power."

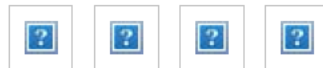
**The big picture:** While firms are well within their rights to take a stand, their actions take on new significance when unelected businesses have the

same sort of power as government officials, says Luigi Zingales of the University of Chicago.

- In early 2018, Facebook and Google banned ads for cryptocurrency exchanges. That meant 60% of all online ads were off limits to cryptocurrency companies.
- The combined actions of Amazon, eBay, Shopify and, now, Salesforce, have effectively banned the online sale of certain guns.

**The bottom line:** Look for continued corporate activism, as socially minded employees and consumers show no sign of wavering in their insistence on their companies taking such positions.

- "It has a lot to do with the war for talent," says Louis Hyman, a historian at Cornell. "In an age where the corporate talent is socially liberal, companies that do not take these positions are risking their key assets."
- "It's not really companies who are making this difference. It's the consumers who support these companies," says Heather Cox Richardson, a professor at Boston College.



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## 2. ... and consumers support them

Illustration of a hand with a megaphone shouting at a building



Illustration: Sarah Grillo/Axios

Those consumers are finding that at a time when national politics is at an impasse, refusing to buy something on Amazon until it takes sides in a debate could be a more effective way to assert their political will than calling their representatives in Congress, *Erica writes*.

**Turning to companies instead of lawmakers** has already shown results.

- Just today, YouTube rolled out new, stricter hate speech policies that

prohibit, for example, videos that promote Nazi ideology. Public criticism was a factor driving the changes, [writes Axios' Ina Fried](#).

- In 2015, under pressure from shoppers, Walmart came out swinging against an anti-LBGTQ bill in Arkansas, home of its headquarters. The behemoth prompted the governor to demand that the [state legislature change the bill](#).

**Why it matters:** While companies are beginning to act like governments, some experts say it is not *their* power that has boomed, but that of consumers.

- **58% of millennials**, 55% of Gen Xers and 51% of baby boomers think it's important that brands they support invest in causes they care about, according to a [2018 report](#) from market research firm InMoment.
- **When companies don't speak up**, consumers are often organizing widespread boycotts to spur action.
- **But, but, but:** It takes a lot of force to change the course of an enormous company. Take, for example, two recent failed shareholder votes meant to get Amazon to act on [climate change](#) and [facial recognition](#).

"**This doesn't look like some** new corporate power to me," says Brink Lindsey, co-author of "[The Captured Economy](#)." "It looks like new power by public pressure groups to change corporate behavior."

**The bottom line:** Using companies to change policies "is a really effective way to include people on the ground floor in American politics," says Boston College's Richardson.

- "**People feel frustrated** with politics and feel like they don't have a voice, but buying stuff is something you do every day and you could send a message in your own way," says Rob Atkinson, founder of the



### 3. Teaching bots how the world works

Photo of a cardboard box overflowing with electronic equipment



Robots are getting pretty good at the repetitive, precise tasks that make up a good deal of factory and warehouse work. But place one in a home it's never seen before, or on a busy sidewalk, and it's likely to struggle to get around or do anything useful, *Kaveh reports*.

These chaotic scenarios — called "edge cases," because no two are the same — are the singular focus of a new robotics startup that was announced today. The high-powered venture wants to teach robots to think more like people in order to navigate the world.

**The big picture:** A wild debate has been raging in AI, and it's all about rules. One side says that machines should learn nearly everything from scratch; the other says that computers — like humans — must lean on some basic concepts about the world.

The team behind the new startup, Robust.AI, is firmly in the second camp.

- One co-founder is Gary Marcus, an NYU psychologist and AI expert who carries the banner for scientists who don't believe AI can learn how to navigate through the world without some level of prior knowledge about how it works.
- Another is Rodney Brooks, a legendary MIT roboticist who previously built Rethink Robotics, which sold factory robots meant to work alongside humans. Rethink folded last year.

**No robot today** can deliver a package all the way to any doorstep, or take care of an elderly person in their home. "For those kinds of situations, you need robots that can actually think for themselves — robots that can deal with an ever-changing world," Marcus says.

- He argues that deep learning — a reigning AI technique that teaches machines patterns without any hard rules — can't do the job on its own.
- "In order for these machines to reason and operate with more

humanlike priors and a deeper understanding of the world, just brute-forcing deep learning is not going to get you there," says Peter Barrett, co-founder of VC firm Playground Global, which led the seed-round investment in Robust.AI.

**Bringing back ideas** from the era of symbolic AI — a focus on ground rules that died out in the 1980s — is a potential way forward, Barrett says. "I see it as absolutely necessary if we really want to close the gap between the tour de force mechanical capabilities of today's robots and their rather limited intellectual capacities."



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A MESSAGE FROM MONDAY.COM

## How a project management tool is increasing company efficiency



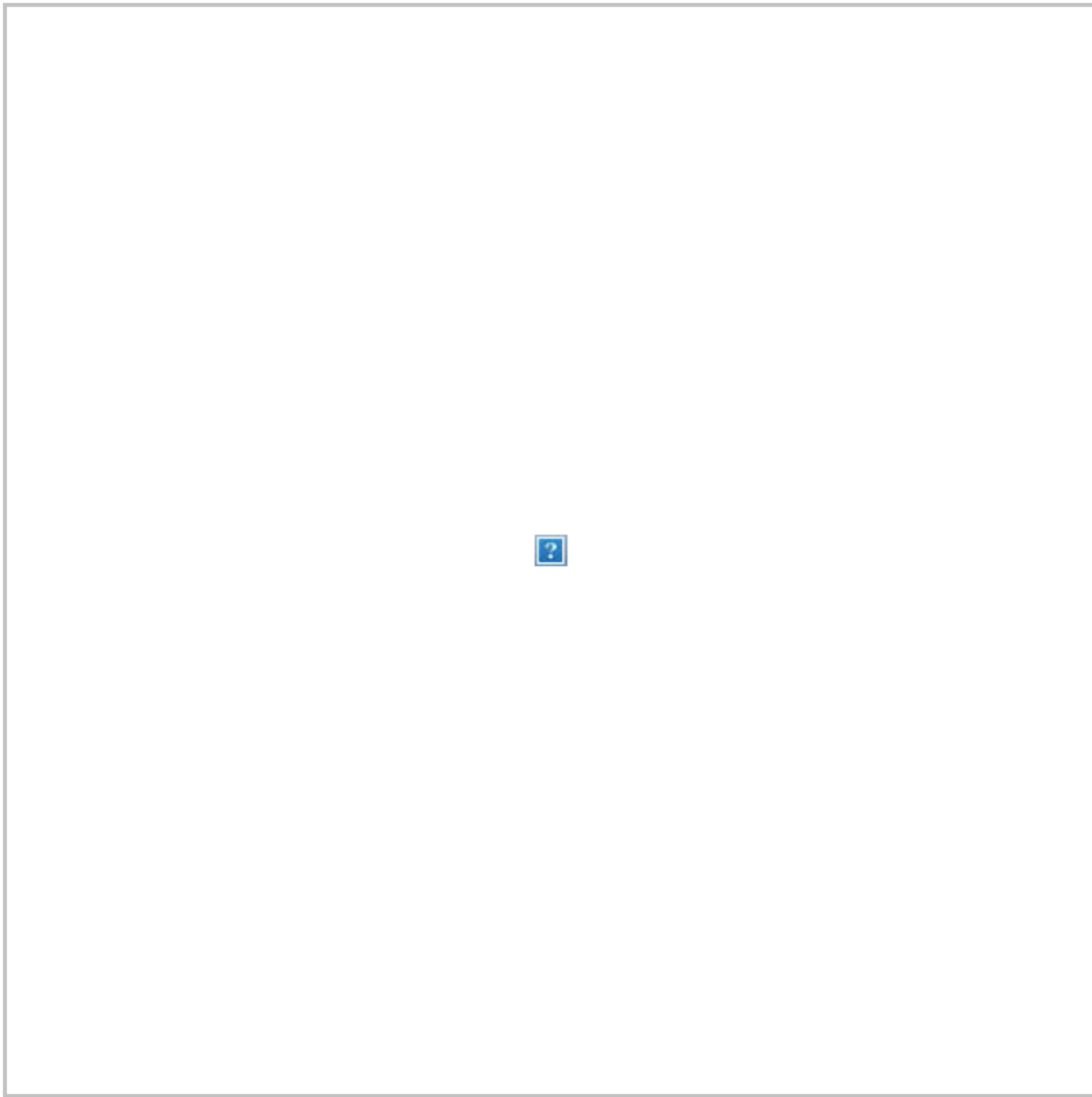


Monday.com is a project management SaaS tool that lets you plan and organize in one place. Simple straightforward onboarding for new employees and intuitive scheduling + report building means employees can easily track project progress.

Learn [more](#).

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## 4. Worthy of your time



Data: IEA; Chart: Andrew Witherspoon/Axios

**How did cowboys get so much coffee?** (*Star Simpson* — [Twitter thread](#))

(h/t James Cham)

**Britain's record 18 days without coal** (*Amy Harder* — [Axios](#))

**Amazon's robotic "3D chess" warehouses** (*Matt Simon* — [Wired](#))

**China leads in the cashless society** ([EY report](#)) (h/t Clay Chandler)

**The looming 100-year U.S.-China conflict** (*Martin Wolf* — [FT](#))



## 5. 1 rolled thing: Big toilet paper

A huge roll of toilet paper next to a sink and toilet



Photo: Charmin

If you live in a small apartment like me, you're constantly looking for creative places to store those big packages with nine rolls of toilet paper or paper towels, *Erica writes*.

**Charmin is out with** a new option for millennials who live alone in tiny studios and just don't need that much toilet paper at once. It's called the "Forever Roll," and it's colossal (see above).

- **The roll is supposed** to last about three months. There are two sizes: 12 inches and 8.7 inches in diameter — both a lot bigger than the typical 5-inch roll.

**The catch:** If you want the "Forever Roll," you also have to have a toilet paper stand from Charmin because there's no way this monstrosity is fitting into the dainty roll holder you've got next to the commode.



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A MESSAGE FROM HARRY'S

## Why guys across the country are switching to Harry's



Harry's was founded with the belief that guys deserve a quality shave at a fair price. Six years later, the company has sold over 10 million razors with over 20,000 5-star reviews.

[Learn more and redeem your trial offer:](#) Save \$5 plus get free shipping on a starter set.

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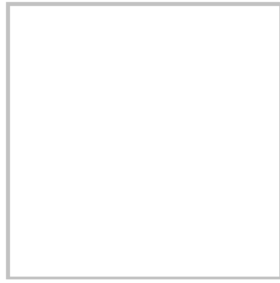
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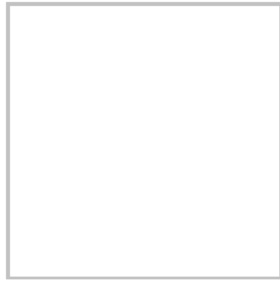
Crockford said the stated use of the program was a good idea and a way to limit potentially dangerous inspections for employees, but also pointed to other instances of MassDOT collecting information that wound up being shared with law enforcement—like facial recognition data through the RMV, or E-ZPass location information—without any public debate or transparent decision-making process.

“We don’t have a problem with the underlying motivation, we have concerns about the government being deliberate when considering privacy at the outset,” Crockford said, adding that MassDOT could wind up sharing drone information with law enforcement down the road. “We see in case after case that there is mission creep. It happens regularly, you adapt technology for one purpose then realize it has law enforcement applications.”

“The intent is not what matters,” Crockford added. “The outcome is what matters.”

***This article was produced in collaboration with the [Boston Institute for Nonprofit Journalism](https://www.bostoninstitute.org/). To support independent local reporting visit [givetobinj.org](https://www.givetobinj.org/).***

29



**From:** [Riley, Judith \(DOT\)](#)  
**To:** [Procopio, David \(POL\)](#); [Browne, Felix \(EPS\)](#)  
**Cc:** [Goddard, Jacquelyn \(DOT\)](#)  
**Subject:** 7 News Question  
**Date:** Wednesday, June 05, 2019 12:22:57 PM  
**Attachments:** [MassDOT RMV Drivers License ID RFR \(2014\).pdf](#)  
[DL Amendment Signed 112417.pdf](#)  
[DL ExecutedAward MorphoTrust.pdf](#)  
[Fac. Rec request w-form 10-2015.pdf](#)

---

Hi David and Felix,

I am just circling back on this request. Are you okay with MassDOT sending WHDH the form (attached) that is used by law enforcement to make facial recognition requests?

I am hoping to send the responsive information to Mary Schwager today.

Thanks,

Judi

-----Original Message-----

**From:** Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>  
**Sent:** Tuesday, June 4, 2019 1:54 PM  
**To:** Procopio, David (POL) <david.procopio@pol.state.ma.us>; Browne, Felix (EPS) <felix.browne@mass.gov>  
**Cc:** Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>; Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>; Finlaw, Sarah (GOV) <sarah.finlaw@MassMail.State.MA.US>  
**Subject:** 7 News Question  
**Importance:** High

Hi Dave and Felix,

Mary Schwager has been asking MassDOT Communications questions regarding facial recognition. She most recently asked, "How does the system work? Do police call the RMV and RMV operates the facial recognition system? Do they have to have a reason or submit a request form to the RMV ? Can you also please send me a copy of the contract with Idemia?"

Please note that I am hoping to send Mary the attached documents that include the form that is used by law enforcement to make facial recognition requests. Would you please let me know if you have any concerns about releasing the form?

Thank you very much.

Best regards,

Judi

**From:** [Dalton, James M. \(DOT\)](#)  
**To:** [Kelly, Paul J. \(DOT\)](#)  
**Cc:** ["macruz@greenintl.com"](mailto:macruz@greenintl.com)  
**Subject:** Greenfield: Conf. Call with Green and Jim Dalton  
**Date:** Wednesday, June 05, 2019 8:54:00 AM  
**Attachments:** [Sample Special Provision - Pulling MassDOT Fiber Cable.msg](#)

---

Hi Paul,

Mike Cruz is setting up a conference call for 10:00 am. Please call in as soon as you get back to your desk from your CAD class.

Thanks, Jim

*James M. Dalton, P.E.*

**Bridge Project Management**

**10 Park Plaza, 6th Floor**

**Boston, MA 02116**

**Tel: (857)368-9313**

[james.m.dalton@state.ma.us](mailto:james.m.dalton@state.ma.us)

**From:** [Spriggs, Nicole \(DOT\)](#)  
**To:** [Lavoie, Sara \(DOT\)](#)  
**Subject:** FW: Commonwealth, MA Requisition Approval: Please Approve  
**Date:** Wednesday, June 05, 2019 8:48:19 AM

---

[Approved.](#)

---

**From:** MassCareers [mailto:do\_not\_reply@invalidemail.com]  
**Sent:** Tuesday, June 4, 2019 7:30 PM  
**To:** Spriggs, Nicole (DOT)  
**Subject:** Commonwealth, MA Requisition Approval: Please Approve

### **Requisition Approval Request**

Requisition Title: **(ACTING) Program Coordinator I - Facial Recognition Analyst**  
Requisition ID: **190004MN**  
Requested by: **Sheila Mulcahy**  
Comments: **Requesting approval for this acting position**

Click "Respond..." to view more requisition details and respond to the approval request as soon as possible.

[Respond...](#)

**From:** [Riley, Judith \(DOT\)](#)  
**To:** [Mary Schwager](#)  
**Cc:** [Goddard, Jacquelyn \(DOT\)](#); [Palladino, Edward \(DOT\)](#)  
**Subject:** RE: 7 News Question  
**Date:** Tuesday, June 04, 2019 4:14:21 PM

---

Hi Mary,

I am working on this request and hope to have some information for you soon.

Thanks,

Judi

---

**From:** Mary Schwager <[mschwager@whdh.com](mailto:mschwager@whdh.com)>  
**Sent:** Monday, June 3, 2019 11:51 AM  
**To:** Riley, Judith (DOT) <[JudithReardon.Riley@dot.state.ma.us](mailto:JudithReardon.Riley@dot.state.ma.us)>  
**Cc:** Goddard, Jacquelyn (DOT) <[Jacquelyn.Goddard@dot.state.ma.us](mailto:Jacquelyn.Goddard@dot.state.ma.us)>; Palladino, Edward (DOT) <[Edward.Palladino@dot.state.ma.us](mailto:Edward.Palladino@dot.state.ma.us)>  
**Subject:** RE: 7 News Question

Hey Judith,

Just wanted to make sure you received this email from two weeks ago:

Thanks,

Mary

---

**From:** Mary Schwager  
**Sent:** Tuesday, May 21, 2019 5:32 PM  
**To:** Riley, Judith Reardon (DOT) <[judith.reardon.riley@state.ma.us](mailto:judith.reardon.riley@state.ma.us)>  
**Cc:** Goddard, Jacquelyn (DOT) <[jacquelyn.goddard@state.ma.us](mailto:jacquelyn.goddard@state.ma.us)>; Palladino, Edward (DOT) <[edward.palladino@state.ma.us](mailto:edward.palladino@state.ma.us)>  
**Subject:** RE: 7 News Question

Thanks so much.

How does the system work? Do police call the RMV and RMV operates the facial recognition system? Do they have to have a reason or submit a request form to the RMV ?

Can you also please send me a copy of the contract with Idemia?

---



**From:** Riley, Judith Reardon (DOT) [<mailto:judith.reardon.riley@state.ma.us>]  
**Sent:** Tuesday, May 21, 2019 4:19 PM  
**To:** Mary Schwager <[mschwager@whdh.com](mailto:mschwager@whdh.com)>  
**Cc:** Goddard, Jacquelyn (DOT) <[jacquelyn.goddard@state.ma.us](mailto:jacquelyn.goddard@state.ma.us)>; Palladino, Edward (DOT) <[edward.palladino@state.ma.us](mailto:edward.palladino@state.ma.us)>  
**Subject:** 7 News Question

Hi Mary,

The facial recognition technology in use at the Registry of Motor Vehicles (RMV) is part of the license and identification system provided under contract with Idemia.

The Registry does receive requests to assist law enforcement in their investigations by using its facial recognition software. In 2018, the RMV received 265 requests to assist law enforcement in their official investigations by using its facial recognition software.

Thanks,

Judi

**From:** Mary Schwager <[mschwager@whdh.com](mailto:mschwager@whdh.com)>  
**Date:** May 21, 2019 at 3:29:06 PM EDT  
**To:** "Riley, Judith Reardon (DOT)" <[judithreardon.riley@dot.state.ma.us](mailto:judithreardon.riley@dot.state.ma.us)>  
**Cc:** "Goddard, Jacquelyn (DOT)" <[jacquelyn.goddard@dot.state.ma.us](mailto:jacquelyn.goddard@dot.state.ma.us)>, "Palladino, Edward (DOT)" <[edward.palladino@dot.state.ma.us](mailto:edward.palladino@dot.state.ma.us)>  
**Subject:** RE: 7 News Question

Hey Judi,

Thank you.

What company makes the software?

Do police use it as well?

Best,

Mary

---

**From:** Riley, Judith Reardon (DOT) [<mailto:judith.reardon.riley@state.ma.us>]  
**Sent:** Tuesday, May 21, 2019 3:25 PM  
**To:** Mary Schwager <[mschwager@whdh.com](mailto:mschwager@whdh.com)>  
**Cc:** Goddard, Jacquelyn (DOT) <[jacquelyn.goddard@state.ma.us](mailto:jacquelyn.goddard@state.ma.us)>; Palladino, Edward (DOT) <[edward.palladino@state.ma.us](mailto:edward.palladino@state.ma.us)>  
**Subject:** 7 News Question

Hi Mary,

The Registry of Motor Vehicles has used facial recognition technology since 2006 as an effective tool to identify and prevent instances of attempted identify fraud. The Registry uses this technology to screen applicants for driver's licenses and identification cards to prevent individuals from getting credentials through fraudulent means.

Thanks,

Judi

---

**From:** Mary Schwager <[mschwager@whdh.com](mailto:mschwager@whdh.com)>

**Sent:** Tuesday, May 21, 2019 2:43 PM

**To:** Riley, Judith (DOT) <[JudithReardon.Riley@dot.state.ma.us](mailto:JudithReardon.Riley@dot.state.ma.us)>; Goddard, Jacquelyn (DOT) <[Jacquelyn.Goddard@dot.state.ma.us](mailto:Jacquelyn.Goddard@dot.state.ma.us)>

**Subject:** 7 News Question

Hey Judi and Jacquelyn,

What facial recognition software does the RMV currently use and what is it used for?

Thanks,

Mary Schwager

**From:** [Dalton, James M. \(DOT\)](#)  
**To:** [Kelly, Paul J. \(DOT\)](#)  
**Cc:** "[mcruz@greenintl.com](mailto:mcruz@greenintl.com)"; [Erik C. Atkins, P.E.](#); [O'Dowd, Michael J. \(DOT\)](#); [Masse, Richard J. \(DOT\)](#)  
**Subject:** Sample Special Provision - Pulling MassDOT Fiber Cable?  
**Date:** Tuesday, June 04, 2019 3:48:00 PM  
**Attachments:** [608763.doc](#)  
[606938.doc](#)  
[605287.docx](#)  
[606284.doc](#)

---

Paul,

I need to resolve this fiber optic issue out with Green International in the next two weeks. This is the final issue that needs to be completed for firming up the estimate and both Green and I could use your input.

The samples I have provided, from MassDOT's Contracts Section, appear more comprehensive (new fiber cable proposed) than what is needed on our project. Any input on what is in the pipe in terms of MassDOT fibers would be useful.

I am not sure what you and Erik Atkins have discussed to date. A catenary system alternative (in the Special Provisions), leaving the conduit in place, may be feasible to avoid any splicing and pulling of existing cable.

Would you let me know of any times that Green International and I could discuss this with you? I can have Green initiate a conference call.

Jim

*James M. Dalton, P.E.*

**Bridge Project Management**  
**10 Park Plaza, 6th Floor**  
**Boston, MA 02116**  
**Tel: (857)368-9313**  
[james.m.dalton@state.ma.us](mailto:james.m.dalton@state.ma.us)

---

**From:** Dalton, James M. (DOT)  
**Sent:** Friday, May 31, 2019 8:36 AM  
**To:** 'mcruz@greenintl.com' <mcruz@greenintl.com>  
**Cc:** 'tcard@greenintl.com' <tcard@greenintl.com>; eatkins@greenintl.com; Kelly, Paul J. (DOT) <Paul.Kelly@dot.state.ma.us>  
**Subject:** FW: Sample Special Provision - Pulling MassDOT Fiber Cable?

Mike,

Would you have someone from your staff look at the sample Special Provisions (see Item numbers below) to see if any language fits into your scheme for Greenfield and the MassDOT Fiber cable

pulling/splicing.

The other remaining item in your estimate is related to a request from Pete Connors about pile repair.

I will follow up with you on Monday to see how this is going. Your Greenfield Project is in the MassDOT Priority of Projects Meeting on Tuesday, so I need to see where we are on the final CPE estimate. An amendment for the estimate is in the works.

New AD Date is 7/13/2019.

Jim

*James M. Dalton, P.E.*

**Bridge Project Management**

**10 Park Plaza, 6th Floor**

**Boston, MA 02116**

**Tel: (857)368-9313**

[james.m.dalton@state.ma.us](mailto:james.m.dalton@state.ma.us)

---

**From:** Cardone, Eric M. (DOT)

**Sent:** Thursday, May 30, 2019 11:05 AM

**To:** Dalton, James M. (DOT) <[James.M.Dalton@dot.state.ma.us](mailto:James.M.Dalton@dot.state.ma.us)>

**Subject:** RE: Sample Special Provision - Pulling MassDOT Fiber Cable?

Jim

I attached some specs that may be useful.

608763 – Item 813.56

606938 – Item 813.251

605287 – Item 813.91

606284 - Item 813.793

Most of these specs are very involved. Seems to me you're looking for a more simple spec. You may be able to start with one of these and strip away what's unnecessary

I'll I find anything else I'll let you know

Eric

---

**From:** Dalton, James M. (DOT)

**Sent:** Friday, May 24, 2019 8:44 AM

**To:** Cardone, Eric M. (DOT) <[Eric.M.Cardone@dot.state.ma.us](mailto:Eric.M.Cardone@dot.state.ma.us)>

**Cc:** Kelly, Paul J. (DOT) <[Paul.Kelly@dot.state.ma.us](mailto:Paul.Kelly@dot.state.ma.us)>; 'mcruz@greenintl.com' <[mcruz@greenintl.com](mailto:mcruz@greenintl.com)>; [eatkins@greenintl.com](mailto:eatkins@greenintl.com)

**Subject:** Sample Special Provision - Pulling MassDOT Fiber Cable?

Hi Eric,

I am looking for a sample Special Provision that describes relocating, pulling, & splicing of MassDOT Fiber Cable. The cable is typically used to support cameras and signs used in some Interstate projects. I have a bridge project where we need to move the conduit and cable around to stage the construction of a bridge replacement on I-91.

I will stop by sometime Tuesday when you return.

Jim

*James M. Dalton, P.E.*

**Bridge Project Management**

**10 Park Plaza, 6th Floor**

**Boston, MA 02116**

**Tel: (857)368-9313**

[james.m.dalton@state.ma.us](mailto:james.m.dalton@state.ma.us)

**From:** [Doig, Jennifer \(DOT\)](#)  
**To:** [Deveney, Erin \(DOT\)](#); [Dixon, Patrice \(DOT\)](#)  
**Cc:** [Lavoie, Sara \(DOT\)](#); [Johnson, Selina \(DOT\)](#)  
**Subject:** RE: URGENT: OOT ISSUE  
**Date:** Tuesday, June 04, 2019 3:37:45 PM

---

Hi Erin,

We can assign folks to work out of title. Obviously we would prefer folks to want these opportunities voluntarily, but if they are the only employees who have the knowledge to perform this role, we can require them to perform the assignment. Please let us know if you need additional info. Thanks.

-Jennifer

---

**From:** Deveney, Erin (DOT)  
**Sent:** Tuesday, June 04, 2019 3:15 PM  
**To:** Doig, Jennifer (DOT); Dixon, Patrice (DOT)  
**Cc:** Lavoie, Sara (DOT); Johnson, Selina (DOT)  
**Subject:** URGENT: OOT ISSUE  
**Importance:** High

Hi-

I could really use an answer to resolve a crisis situation in Enforcement Services, which is can we force staff to do out of title work? We are trying to continue work due to temporary staff vacancies.

Here's the problem. Rose Nawrocki is a PCI and she needs to be on ATLAS full-time to do testing and be an expert user for confidential registrations. Michelle Gardner has been a back-up for Rose, but only partially to this point and that would be expanding. With respect to Jaelyn, she has had helped with facial recognition in the past, but that would be increased because Eric Falcon is out on FMLA until the end of July (at least). We typically have 2 people doing facial recognition and have backfilled the other FTE, but Eric's leave makes us still short 1 person in that business area.

We started the process to get the OOT started, but then got these coached responses. I wanted to know if we can inform the team members that business needs require the OOT work on a temporary basis and as soon as the exigent circumstances end, they will be returned to their current roles.

If I can't do that, then I need to take other steps in finding replacements, training them on subject matter they don't know (like Michelle and Jaelyn do), which would be slightly ridiculous because by the time that happened, the other staff will probably be back.

Thanks for your help.

*Erin Deveney*  
Registrar of Motor Vehicles  
MassDOT RMV Division  
10 Park Plaza, Suite 6620  
Boston, Massachusetts 02116  
(o) 857-368-9460

[erin.deveney@dot.state.ma.us](mailto:erin.deveney@dot.state.ma.us)

**From:** [REDACTED]  
**Subject:** RE: Possible ID Fraud - Ref #: [REDACTED]  
**Date:** Tuesday, June 04, 2019 2:58:06 PM

---

Good afternoon,

I have searched the names/DOB's for this individual. I am unable to find a record in our files.

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

*The preceding email message (including any attachments) contains information that may be confidential, may be protected by the attorney-client or other applicable privileges, or may constitute non-public information. It is intended to be conveyed only to the designated recipient(s) named above. If you are not an intended recipient of this message, please notify the sender by replying to this message and then delete all copies of it from your computer system. Any use, dissemination, distribution, or reproduction of this message by unintended recipients is not authorized and may be unlawful.*

---

**From:** [REDACTED] (POL)  
**Sent:** Monday, June 03, 2019 10:37 AM  
**To:** [REDACTED]  
**Subject:** Fwd: Possible ID Fraud - Ref #: [REDACTED]

Sent from my iPhone

Begin forwarded message:

**From:** "Commonwealth Fusion Center (POL)" <[fusion@pol.State.MA.US](mailto:fusion@pol.State.MA.US)>  
**To:** [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
**Subject:** Possible ID Fraud - Ref #: [REDACTED]

Good Morning, All -

**Reference:** SharePoint Activity Log #: [REDACTED]

Please see below & attached regarding a possible fraudulently obtained MA License/ID.

[REDACTED]  
[REDACTED] FR performed  
resulting in 1 possible match candidate: [REDACTED] (\$ [REDACTED]). Tpr.



Strazzullo advised of same and instructed to contact MSP Fraud Identification Section.

Supplemental documents attached.

Respectfully,

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

---

**From:** Commonwealth Fusion Center (POL)

**Sent:** Monday, June 3, 2019 9:12 AM

**To:** [REDACTED]

**Subject:** Re: image001.png

Good Morning, Sir -

Facial Recognition on the attached photograph returned a *possible* match to the below named Massachusetts License or ID (see attached):

[REDACTED]  
DOB: [REDACTED]  
\$ [REDACTED]

**NOTE:** *The result(s) of Facial Recognition provided by the Commonwealth Fusion Center are to be utilized as an investigative lead **only** and are **not** to be considered a positive, confirmatory identification of any subject. Any possible connection to or involvement of the subject(s) to any active or ongoing investigation must be substantiated through further investigation.*

*If you believe that a Massachusetts Driver's License or other identification associated with an ongoing criminal investigation may be fraudulently obtained, please contact the Massachusetts State Police Fraud Identification Section directly - (857) 368-9500.*

Respectfully,

Sean Bender

Intelligence Analyst

Massachusetts State Police | Commonwealth Fusion Center

470 Worcester Road | Framingham | MA 01702

508-820-2233

---

**From:** [REDACTED]  
**Sent:** Monday, June 3, 2019 8:56 AM  
**To:** Commonwealth Fusion Center (POL)  
**Subject:** image001.png

Good Morning,

I am wondering if you can facial Rec the attached photo for us?

Thank you,  
Trooper John Strazzullo

**From:** [Flanagan, Jenny \(DOT\)](#)  
**To:** [Baldassaro, Bernard X. \(DOT\)](#)  
**Subject:** RE: Microsoft Surface Pro Tablets  
**Date:** Tuesday, June 04, 2019 2:20:50 PM

---

Thanks!

---

**From:** Baldassaro, Bernard X. (DOT) <Bernard.Baldassaro@dot.state.ma.us>  
**Sent:** Tuesday, June 4, 2019 1:32 PM  
**To:** Flanagan, Jenny (DOT) <jenny.flanagan@dot.state.ma.us>  
**Subject:** Re: Microsoft Surface Pro Tablets

Hi Jenny,

I have been told that these tablets will not be available until after July and possibly the end of July. I am hopeful that the deal comes through.

Thank You,  
-Bernie  
Bernard X. Baldassaro  
Appraisal Administrator  
MassDOT - Highway Division  
Right of Way Bureau  
10 Park Plaza, Room 6160  
Boston, MA 02116  
(857) 368-9206 - Office  
(617) 217-8632 - Cell  
email - [Bernard.Baldassaro@dot.state.ma.us](mailto:Bernard.Baldassaro@dot.state.ma.us)

---

**From:** Flanagan, Jenny (DOT)  
**Sent:** Tuesday, June 4, 2019 1:23:03 PM  
**To:** Baldassaro, Bernard X. (DOT)  
**Subject:** RE: Microsoft Surface Pro Tablets

Just curious ... any news on how soon we can get our new tablets?

— Jenny

---

**From:** Flanagan, Jenny (DOT)  
**Sent:** Monday, May 13, 2019 11:28 AM  
**To:** Baldassaro, Bernard X. (DOT) <[Bernard.Baldassaro@dot.state.ma.us](mailto:Bernard.Baldassaro@dot.state.ma.us)>  
**Subject:** RE: Microsoft Surface Pro Tablets

This is a no-brainer for me. SIGN ME UP!

— Jenny

E. Jenny K. Flanagan, Review Appraiser  
*MassDOT – Highway Division | Right of Way Bureau*  
(857) 368-5324 | [Jenny.Flanagan@dot.state.ma.us](mailto:Jenny.Flanagan@dot.state.ma.us)

---

**From:** Baldassaro, Bernard X. (DOT) <[Bernard.Baldassaro@dot.state.ma.us](mailto:Bernard.Baldassaro@dot.state.ma.us)>  
**Sent:** Monday, May 13, 2019 11:27 AM  
**To:** Vieau, John L. (DOT) <[John.Vieau@dot.state.ma.us](mailto:John.Vieau@dot.state.ma.us)>; Klejna, Joseph A. (DOT) <[Joseph.Klejna@dot.state.ma.us](mailto:Joseph.Klejna@dot.state.ma.us)>; Flanagan, Joseph E. (DOT) <[Joseph.E.Flanagan@dot.state.ma.us](mailto:Joseph.E.Flanagan@dot.state.ma.us)>; Fekete, Elizabeth (DOT) <[elizabeth.fekete@dot.state.ma.us](mailto:elizabeth.fekete@dot.state.ma.us)>; Padilla, Alba (DOT) <[Alba.Padilla@dot.state.ma.us](mailto:Alba.Padilla@dot.state.ma.us)>; Maher, Ryan (DOT) <[Ryan.Maher@dot.state.ma.us](mailto:Ryan.Maher@dot.state.ma.us)>; Sullivan, Paul K. (DOT) <[Paul.Sullivan@dot.state.ma.us](mailto:Paul.Sullivan@dot.state.ma.us)>; O'Neill, Barbara M. (DOT) <Barbara.O'Neill@dot.state.ma.us>; Hadley, Kimberly (DOT) <[Kimberly.Hadley@dot.state.ma.us](mailto:Kimberly.Hadley@dot.state.ma.us)>; Yates, Carolyn (DOT) <[Carolyn.Yates@dot.state.ma.us](mailto:Carolyn.Yates@dot.state.ma.us)>; Flanagan, Jenny (DOT) <[jenny.flanagan@dot.state.ma.us](mailto:jenny.flanagan@dot.state.ma.us)>; Griffin, William F. (DOT) <[William.Griffin@dot.state.ma.us](mailto:William.Griffin@dot.state.ma.us)>; Phelan, John V. (DOT) <[John.Phelan@dot.state.ma.us](mailto:John.Phelan@dot.state.ma.us)>  
**Subject:** Microsoft Surface Pro Tablets

Good Morning Appraisal Section,

We have been offered the ability to have Microsoft Surface Pro tablets issued to members of our section who wish to have one. It includes a Bluetooth mouse, stylus pen, keyboard, and an Otter Box case. It also comes with a Verizon air card installed, so connectivity issues are virtually non-existent.

Really cool tablet; you can log in with facial recognition, a pin number, or a password. In my opinion this is a "must have" as it can provide access to our files from virtually anywhere while in the field!

Let me know if you're interested by Friday, May 17<sup>th</sup> and I will be submitting the requisitions by the beginning of the following week.

Thank You,  
-Bernie

**Bernard X. Baldassaro**  
Appraisal Administrator  
*MassDOT - Highway Division*  
Right of Way Bureau  
10 Park Plaza, Room 6160  
Boston, MA 02116  
(857) 368-9206 - Office  
(617) 217-8632 - Cell  
email - [Bernard.Baldassaro@dot.state.ma.us](mailto:Bernard.Baldassaro@dot.state.ma.us)

**From:** [Baldassaro, Bernard X. \(DOT\)](#)  
**To:** [Flanagan, Jenny \(DOT\)](#)  
**Subject:** Re: Microsoft Surface Pro Tablets  
**Date:** Tuesday, June 04, 2019 1:32:05 PM

---

Hi Jenny,

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Thank You,  
-Bernie  
Bernard X. Baldassaro  
Appraisal Administrator  
MassDOT - Highway Division  
Right of Way Bureau  
10 Park Plaza, Room 6160  
Boston, MA 02116  
(857) 368-9206 - Office  
(617) 217-8632 - Cell  
email - [Bernard.Baldassaro@dot.state.ma.us](mailto:Bernard.Baldassaro@dot.state.ma.us)

---

**From:** Flanagan, Jenny (DOT)  
**Sent:** Tuesday, June 4, 2019 1:23:03 PM  
**To:** Baldassaro, Bernard X. (DOT)  
**Subject:** RE: Microsoft Surface Pro Tablets

Just curious ... any news on how soon we can get our new tablets?

— Jenny

---

**From:** Flanagan, Jenny (DOT)  
**Sent:** Monday, May 13, 2019 11:28 AM  
**To:** Baldassaro, Bernard X. (DOT) <[Bernard.Baldassaro@dot.state.ma.us](mailto:Bernard.Baldassaro@dot.state.ma.us)>  
**Subject:** RE: Microsoft Surface Pro Tablets

This is a no-brainer for me. SIGN ME UP!

— Jenny

E. Jenny K. Flanagan, Review Appraiser  
*MassDOT – Highway Division / Right of Way Bureau*  
(857) 368-5324 | [Jenny.Flanagan@dot.state.ma.us](mailto:Jenny.Flanagan@dot.state.ma.us)

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**From:** Baldassaro, Bernard X. (DOT) <[Bernard.Baldassaro@dot.state.ma.us](mailto:Bernard.Baldassaro@dot.state.ma.us)>  
**Sent:** Monday, May 13, 2019 11:27 AM  
**To:** Vieau, John L. (DOT) <[John.Vieau@dot.state.ma.us](mailto:John.Vieau@dot.state.ma.us)>; Klejna, Joseph A. (DOT) <[Joseph.Klejna@dot.state.ma.us](mailto:Joseph.Klejna@dot.state.ma.us)>; Flanagan, Joseph E. (DOT) <[Joseph.E.Flanagan@dot.state.ma.us](mailto:Joseph.E.Flanagan@dot.state.ma.us)>; Fekete, Elizabeth (DOT) <[elizabeth.fekete@dot.state.ma.us](mailto:elizabeth.fekete@dot.state.ma.us)>; Padilla, Alba (DOT)

<[Alba.Padilla@dot.state.ma.us](mailto:Alba.Padilla@dot.state.ma.us)>; Maher, Ryan (DOT) <[Ryan.Maher@dot.state.ma.us](mailto:Ryan.Maher@dot.state.ma.us)>; Sullivan, Paul K. (DOT) <[Paul.Sullivan@dot.state.ma.us](mailto:Paul.Sullivan@dot.state.ma.us)>; O'Neill, Barbara M. (DOT) <[Barbara.O'Neill@dot.state.ma.us](mailto:Barbara.O'Neill@dot.state.ma.us)>; Hadley, Kimberly (DOT) <[Kimberly.Hadley@dot.state.ma.us](mailto:Kimberly.Hadley@dot.state.ma.us)>; Yates, Carolyn (DOT) <[Carolyn.Yates@dot.state.ma.us](mailto:Carolyn.Yates@dot.state.ma.us)>; Flanagan, Jenny (DOT) <[jenny.flanagan@dot.state.ma.us](mailto:jenny.flanagan@dot.state.ma.us)>; Griffin, William F. (DOT) <[William.Griffin@dot.state.ma.us](mailto:William.Griffin@dot.state.ma.us)>; Phelan, John V. (DOT) <[John.Phelan@dot.state.ma.us](mailto:John.Phelan@dot.state.ma.us)>

**Subject:** Microsoft Surface Pro Tablets

Good Morning Appraisal Section,

We have been offered the ability to have Microsoft Surface Pro tablets issued to members of our section who wish to have one. It includes a Bluetooth mouse, stylus pen, keyboard, and an Otter Box case. It also comes with a Verizon air card installed, so connectivity issues are virtually non-existent.

Really cool tablet; you can log in with facial recognition, a pin number, or a password. In my opinion this is a "must have" as it can provide access to our files from virtually anywhere while in the field!

Let me know if you're interested by Friday, May 17<sup>th</sup> and I will be submitting the requisitions by the beginning of the following week.

Thank You,

-Bernie

**Bernard X. Baldassaro**

**Appraisal Administrator**

**MassDOT - Highway Division**

**Right of Way Bureau**

**10 Park Plaza, Room 6160**

**Boston, MA 02116**

**(857) 368-9206 - Office**

**(617) 217-8632 - Cell**

email - [Bernard.Baldassaro@dot.state.ma.us](mailto:Bernard.Baldassaro@dot.state.ma.us)

**From:** [Flanagan, Jenny \(DOT\)](#)  
**To:** [Baldassaro, Bernard X. \(DOT\)](#)  
**Subject:** RE: Microsoft Surface Pro Tablets  
**Date:** Tuesday, June 04, 2019 1:23:06 PM

---

Just curious ... any news on how soon we can get our new tablets?

— Jenny

---

**From:** Flanagan, Jenny (DOT)  
**Sent:** Monday, May 13, 2019 11:28 AM  
**To:** Baldassaro, Bernard X. (DOT) <[Bernard.Baldassaro@dot.state.ma.us](mailto:Bernard.Baldassaro@dot.state.ma.us)>  
**Subject:** RE: Microsoft Surface Pro Tablets

This is a no-brainer for me. SIGN ME UP!

— Jenny

E. Jenny K. Flanagan, Review Appraiser  
*MassDOT – Highway Division | Right of Way Bureau*  
(857) 368-5324 | [Jenny.Flanagan@dot.state.ma.us](mailto:Jenny.Flanagan@dot.state.ma.us)

---

**From:** Baldassaro, Bernard X. (DOT) <[Bernard.Baldassaro@dot.state.ma.us](mailto:Bernard.Baldassaro@dot.state.ma.us)>  
**Sent:** Monday, May 13, 2019 11:27 AM  
**To:** Vieau, John L. (DOT) <[John.Vieau@dot.state.ma.us](mailto:John.Vieau@dot.state.ma.us)>; Klejna, Joseph A. (DOT) <[Joseph.Klejna@dot.state.ma.us](mailto:Joseph.Klejna@dot.state.ma.us)>; Flanagan, Joseph E. (DOT) <[Joseph.E.Flanagan@dot.state.ma.us](mailto:Joseph.E.Flanagan@dot.state.ma.us)>; Fekete, Elizabeth (DOT) <[elizabeth.fekete@dot.state.ma.us](mailto:elizabeth.fekete@dot.state.ma.us)>; Padilla, Alba (DOT) <[Alba.Padilla@dot.state.ma.us](mailto:Alba.Padilla@dot.state.ma.us)>; Maher, Ryan (DOT) <[Ryan.Maher@dot.state.ma.us](mailto:Ryan.Maher@dot.state.ma.us)>; Sullivan, Paul K. (DOT) <[Paul.Sullivan@dot.state.ma.us](mailto:Paul.Sullivan@dot.state.ma.us)>; O'Neill, Barbara M. (DOT) <[Barbara.O'Neill@dot.state.ma.us](mailto:Barbara.O'Neill@dot.state.ma.us)>; Hadley, Kimberly (DOT) <[Kimberly.Hadley@dot.state.ma.us](mailto:Kimberly.Hadley@dot.state.ma.us)>; Yates, Carolyn (DOT) <[Carolyn.Yates@dot.state.ma.us](mailto:Carolyn.Yates@dot.state.ma.us)>; Flanagan, Jenny (DOT) <[jenny.flanagan@dot.state.ma.us](mailto:jenny.flanagan@dot.state.ma.us)>; Griffin, William F. (DOT) <[William.Griffin@dot.state.ma.us](mailto:William.Griffin@dot.state.ma.us)>; Phelan, John V. (DOT) <[John.Phelan@dot.state.ma.us](mailto:John.Phelan@dot.state.ma.us)>  
**Subject:** Microsoft Surface Pro Tablets

Good Morning Appraisal Section,

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Really cool tablet; you can log in with facial recognition, a pin number, or a password. In my opinion this is a “must have” as it can provide access to our files from virtually anywhere while in the field!

Let me know if you're interested by Friday, May 17<sup>th</sup> and I will be submitting the requisitions by the beginning of the following week.

Thank You,  
-Bernie

**Bernard X. Baldassaro**

Appraisal Administrator

*MassDOT - Highway Division*

Right of Way Bureau

10 Park Plaza, Room 6160

Boston, MA 02116

(857) 368-9206 - Office

(617) 217-8632 - Cell

email - [Bernard.Baldassaro@dot.state.ma.us](mailto:Bernard.Baldassaro@dot.state.ma.us)



**From:** [DeLeon, Pamela \(DOT\)](#)  
**To:** [Lazic, Boris \(DOT\)](#); [Spengler, Mark \(DOT\)](#); [Constantine, Rashida \(DOT\)](#); [Johnson, Selina \(DOT\)](#); [Knosp, Matthew \(DOT\)](#); [Depina, Felisberta \(DOT\)](#); [Burke, Robin \(DOT\)](#); [Seitz, Alaina \(DOT\)](#); [Rivera, Alvin \(DOT\)](#); [Leisner, Scott \(DOT\)](#); [Bouchard, Candida \(DOT\)](#)  
**Cc:** [Mulcahy, Sheila \(DOT\)](#); [Powell, Claire \(DOT\)](#)  
**Subject:** RE: Position Control Weekly Meeting  
**Date:** Tuesday, June 04, 2019 12:31:11 PM  
**Attachments:** [Position Control Meeting 6.4.19.xlsx](#)

---

Good afternoon,

Please find attached the updated spreadsheet for today's meeting.

Thank you,  
Pamela

-----Original Appointment-----

**From:** DeLeon, Pamela (DOT)

**Sent:** Friday, April 19, 2019 3:02 PM

**To:** Lazic, Boris (DOT); DeLeon, Pamela (DOT); Spengler, Mark (DOT); Constantine, Rashida (DOT); Johnson, Selina (DOT); Knosp, Matthew (DOT); Depina, Felisberta (DOT); Burke, Robin (DOT); Seitz, Alaina (DOT); Rivera, Alvin (DOT); Leisner, Scott (DOT); Bouchard, Candida (DOT)

**Cc:** Mulcahy, Sheila (DOT); Powell, Claire (DOT)

**Subject:** Position Control Weekly Meeting

**When:** Tuesday, June 4, 2019 1:30 PM-2:00 PM (UTC-05:00) Eastern Time (US & Canada).

**Where:** DOT Conference, 10PP #3170 Coffey

**From:** [REDACTED] (POL)  
**To:** [REDACTED]  
**Subject:** RE: Facial Recognition  
**Date:** Tuesday, June 04, 2019 11:23:55 AM

---

Good morning,

I obtained the prints for FBI [REDACTED] and [REDACTED] and compared them. They do not match. I also searched them in the state AFIS. No record was found.

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

*The preceding email message (including any attachments) contains information that may be confidential, may be protected by the attorney-client or other applicable privileges, or may constitute non-public information. It is intended to be conveyed only to the designated recipient(s) named above. If you are not an intended recipient of this message, please notify the sender by replying to this message and then delete all copies of it from your computer system. Any use, dissemination, distribution, or reproduction of this message by unintended recipients is not authorized and may be unlawful.*

---

**From:** [REDACTED] (POL)  
**Sent:** Friday, May 31, 2019 11:56 AM  
**To:** [REDACTED]  
**Subject:** Fwd: Facial Recognition

Sent from my iPhone

Begin forwarded message:

**From:** "Commonwealth Fusion Center (POL)" <[fusion@pol.State.MA.US](mailto:fusion@pol.State.MA.US)>  
**To:** [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
**Subject:** FW: Facial Recognition

Good Morning,

[REDACTED] Attached is the fraud id form with the supporting documentation.

Respectfully,

[REDACTED]

[REDACTED]

-----Original Message-----

From: [REDACTED] <[\[REDACTED\]@usdoj.gov](mailto:[REDACTED]@usdoj.gov)>  
Sent: Thursday, May 30, 2019 2:36 PM  
To: [REDACTED] <[\[REDACTED\]@usdoj.gov](mailto:[REDACTED]@usdoj.gov)>  
Cc: Commonwealth Fusion Center (POL) <[fusion@pol.State.MA.US](mailto:fusion@pol.State.MA.US)>  
Subject: Re: Facial Recognition

Hi Shannon,

[REDACTED] in [REDACTED], MA.

[image1.png]

Sent from my iPhone

On May 30, 2019, at 2:26 PM, [REDACTED] (Boston)  
[REDACTED] <[\[REDACTED\]@dea.usdoj.gov](mailto:[REDACTED]@dea.usdoj.gov)<[mailto:\[REDACTED\]@dea.usdoj.gov](mailto:[REDACTED]@dea.usdoj.gov)>> wrote:

Ok great I had sent it to [REDACTED] TY

-----Original Message-----

From: Fusion (POL) <[fusion@state.ma.us](mailto:fusion@state.ma.us)<<mailto:fusion@state.ma.us>>>  
Sent: Thursday, May 30, 2019 2:22 PM  
To: [REDACTED]  
[REDACTED] (Boston)  
[REDACTED] <[\[REDACTED\]@dea.usdoj.gov](mailto:[REDACTED]@dea.usdoj.gov)<[mailto:\[REDACTED\]@dea.usdoj.gov](mailto:[REDACTED]@dea.usdoj.gov)>>  
Subject: RE: Facial Recognition

Good Afternoon,

[REDACTED] from [REDACTED] sent that over as well. [REDACTED]

Respectfully,

[REDACTED]

[REDACTED]

-----Original Message-----

From: [REDACTED]  
[REDACTED]@usdoj.gov<mailto:[REDACTED]@usdoj.gov>>  
Sent: Thursday, May 30, 2019 2:18 PM  
To: Commonwealth Fusion Center (POL)  
<fusion@pol.State.MA.US<mailto:fusion@pol.State.MA.US>>  
Cc: [REDACTED] (Boston)  
[REDACTED]@usdoj.gov<mailto:[REDACTED]@usdoj.gov>>  
Subject: Facial Recognition

Good afternoon,  
Could you please try facial recognition on the male below in the photographs?  
Case is [REDACTED].

Thanks so much,

[REDACTED]

[image1.jpeg]

[image2.jpeg]

Sent from my iPhone

**From:** [REDACTED]  
**To:** [Malhotra, Danish \(DOT\)](#)  
**Subject:** Fw: Facial Rec  
**Date:** Saturday, June 01, 2019 3:50:22 AM  
**Attachments:** [REDACTED].pdf

---

check your folder for [REDACTED] aka [REDACTED] and see if you want to still take out charges or [REDACTED] will. See if [REDACTED] knows the real name. Still waiting for him to call me back.

Respectfully Submitted,

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Saturday, June 1, 2019 2:44 AM  
**To:** Ariely, Michael (DOT)  
**Subject:** Re: Facial Rec

Good Morning Michael,

[REDACTED]

[REDACTED]. Let me know if you have any questions. Thank you.

Respectfully Submitted,

[REDACTED]

---

**From:** Boyle, Christopher (DOT)  
**Sent:** Friday, May 31, 2019 10:36 AM  
**To:** Malhotra, Danish (DOT)  
**Subject:** FW: Facial Rec

Danny,

Please look into the 2 issues below please.

Thanks,

Chris

---

**From:** Ariely, Michael (DOT)  
**Sent:** Thursday, May 30, 2019 3:38 PM  
**To:** Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>  
**Subject:** FW: Facial Rec  
**Importance:** High

SGT Boyle,

On request from Boston PD (see attached file), I looked into the record of S [REDACTED] to see if he went by any other names. [REDACTED]  
[REDACTED]  
[REDACTED] I am requesting that MSP review the file and recommend CFL-I suspension of the driver, as well as to reach out to Officer [REDACTED] at Boston PD to perhaps answer any questions they may have in relation to this.

[REDACTED]  
[REDACTED].

Thank you,

[REDACTED]

[REDACTED]

**From:** [REDACTED] [mailto:[REDACTED]@pd.boston.gov]  
**Sent:** Thursday, May 30, 2019 3:06 PM  
**To:** Ariely, Michael (DOT)  
**Subject:** Facial Rec

Mike, how is it going .

[Redacted text block]

Thank You

[Redacted text block]

[Redacted text block]

**From:** [REDACTED]  
**To:** [Boyle, Christopher \(DOT\)](#)  
**Subject:** Re: Facial Rec  
**Date:** Saturday, June 01, 2019 3:25:35 AM  
**Attachments:** [pastedImage.png](#)  
[pastedImage.png](#)

---

Respectfully Submitted,

[REDACTED]

*Fax: (857) 368-0649*

---

**From:** Boyle, Christopher (DOT)  
**Sent:** Friday, May 31, 2019 10:36:10 AM  
**To:** [REDACTED]  
**Subject:** FW: Facial Rec

[REDACTED]

Please look into the 2 issues below please.

Thanks,

Chris

---

**From:** Ariely, Michael (DOT)  
**Sent:** Thursday, May 30, 2019 3:38 PM  
**To:** Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>  
**Subject:** FW: Facial Rec  
**Importance:** High

SGT Boyle,

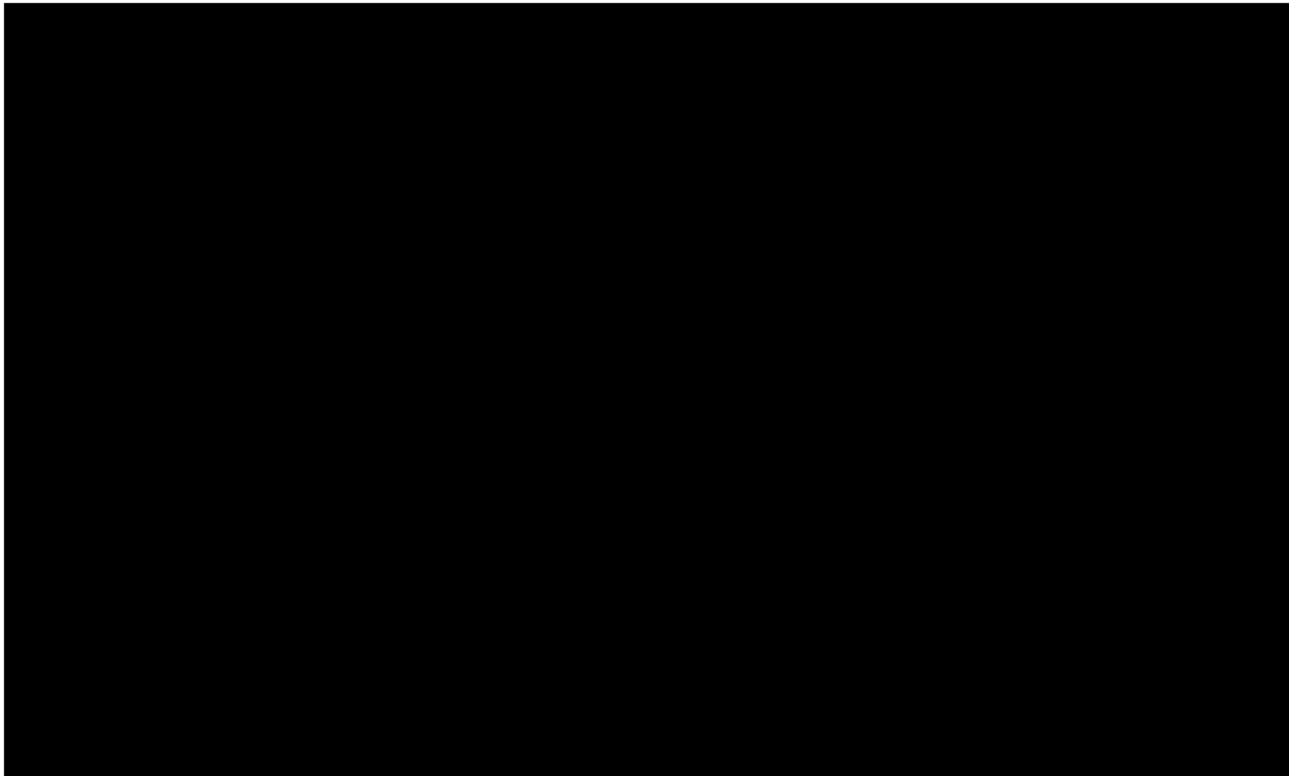
On request from Boston PD (see attached file), I looked into the record of S [REDACTED] to see if he went by any other names [REDACTED]  
[REDACTED]  
[REDACTED] am requesting that MSP review the file and recommend CFL-I suspension of the driver, as well as to reqach out to Officer [REDACTED] at Boston PD to perhaps answer any questions they may have in relation to this.

[REDACTED]

Thank you,

Mike





**From:** [redacted] [@pd.boston.gov](mailto:[redacted]@pd.boston.gov)  
**Sent:** Thursday, May 30, 2019 3:06 PM  
**To:** Ariely, Michael (DOT)  
**Subject:** Facial Rec

Mike, how is it going .

[redacted]  
[redacted]  
[redacted]  
[redacted]

Thank You

[redacted]  
[redacted]

[redacted]  
[redacted]  
[redacted]

**From:** [REDACTED]  
**To:** [Ariely, Michael \(DOT\)](#)  
**Subject:** Re: Facial Rec  
**Date:** Saturday, June 01, 2019 2:44:47 AM  
**Attachments:** [REDACTED].pdf

---

Good Morning Michael,

[REDACTED]

Respectfully Submitted,

[REDACTED]

---

**From:** Boyle, Christopher (DOT)  
**Sent:** Friday, May 31, 2019 10:36 AM  
**To:** [REDACTED]  
**Subject:** FW: Facial Rec

Danny,

Please look into the 2 issues below please.

Thanks,

Chris

---

**From:** Ariely, Michael (DOT)  
**Sent:** Thursday, May 30, 2019 3:38 PM  
**To:** Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>  
**Subject:** FW: Facial Rec  
**Importance:** High

SGT Boyle,

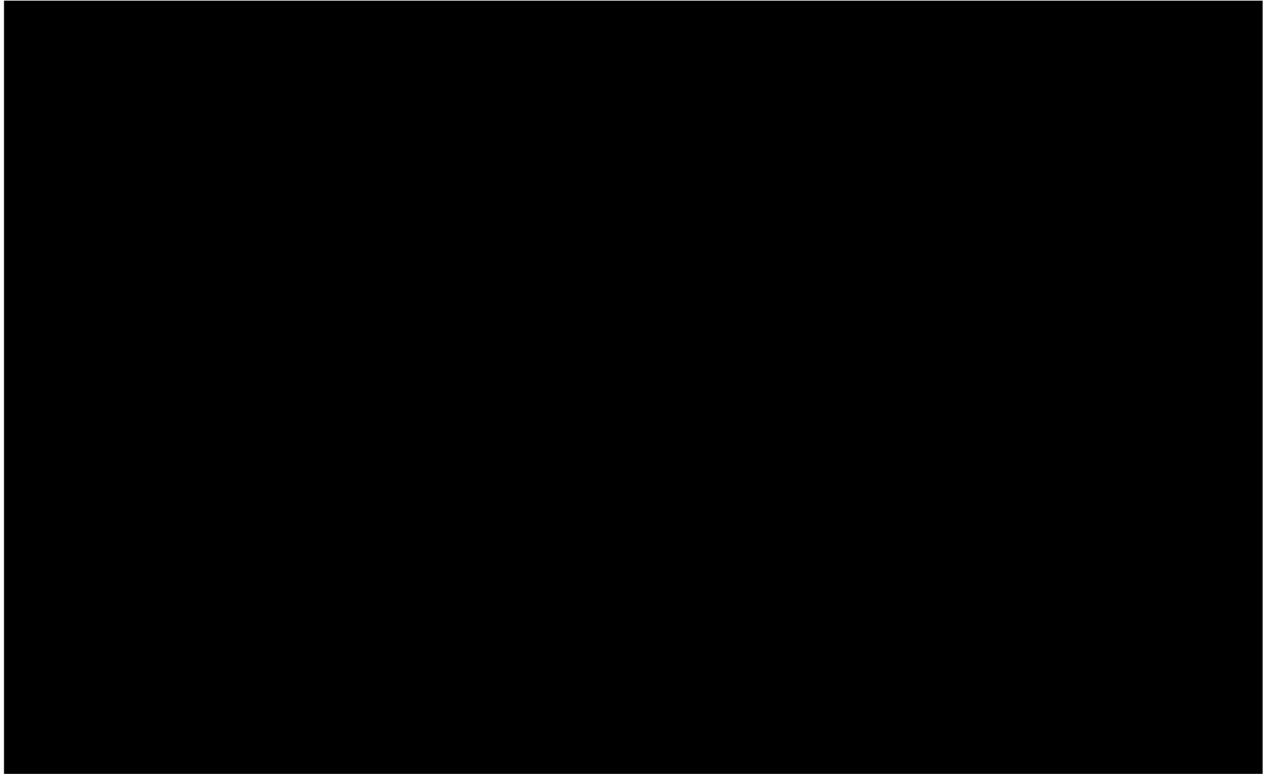
On request from Boston PD (see attached file), I looked into the record of S [REDACTED] to see if he went by any other names. [REDACTED]

[REDACTED] I am requesting that MSP review the file and recommend CFL-I suspension of the driver, as well as to reqach out to Officer [REDACTED] at Boston PD to perhaps answer any questions they may have in relation to this.

[REDACTED]

Thank you,

[Redacted]



**From:** [Redacted] [\[Redacted\]@pd.boston.gov](mailto:[Redacted]@pd.boston.gov)  
**Sent:** Thursday, May 30, 2019 3:06 PM  
**To:** Ariely, Michael (DOT)  
**Subject:** Facial Rec

Mike, how is it going .

[Redacted]  
[Redacted]  
[Redacted]  
[Redacted]

Thank You

[Redacted]  
[Redacted]

[Redacted]  
[Redacted]  
[Redacted]

**From:** [Boyle, Christopher \(DOT\)](#)  
**To:** [Commonwealth Fusion Center \(POL\)](#): [REDACTED]  
**Subject:** RE: Facial Recognition  
**Date:** Friday, May 31, 2019 3:24:55 PM

---

[REDACTED]

Respectfully,

[REDACTED]

[REDACTED]

-----Original Message-----

**From:** Commonwealth Fusion Center (POL)  
**Sent:** Friday, May 31, 2019 11:53 AM  
**To:** [REDACTED]

[REDACTED]

**Subject:** FW: Facial Recognition

Good Morning,

[REDACTED]

Attached is the fraud id form with the supporting documentation.

Respectfully,

[REDACTED]

[REDACTED]

-----Original Message-----

From: [REDACTED]@usdoj.gov>  
Sent: Thursday, May 30, 2019 2:36 PM  
To: [REDACTED]@usdoj.gov>  
Cc: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>  
Subject: Re: Facial Recognition

Hi Shannon,

[REDACTED].

[image1.png]

Sent from my iPhone

On May 30, 2019, at 2:26 PM, [REDACTED] (Boston)  
[REDACTED]@dea.usdoj.gov<[mailto:\[REDACTED\]@dea.usdoj.gov](mailto:[REDACTED]@dea.usdoj.gov)>> wrote:

Ok great I had sent it to [REDACTED] TY

-----Original Message-----

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To: [REDACTED]@dea.usdoj.gov<[mailto:\[REDACTED\]@dea.usdoj.gov](mailto:[REDACTED]@dea.usdoj.gov)>>  
Cc: [REDACTED]@dea.usdoj.gov<[mailto:\[REDACTED\]@dea.usdoj.gov](mailto:[REDACTED]@dea.usdoj.gov)>>  
Subject: RE: Facial Recognition

Good Afternoon,

[REDACTED].

Respectfully,

[REDACTED]

[REDACTED]

-----Original Message-----

From: [REDACTED]@usdoj.gov<[mailto:\[REDACTED\]@usdoj.gov](mailto:[REDACTED]@usdoj.gov)>>  
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Cc: [REDACTED]@usdoj.gov<[mailto:\[REDACTED\]@usdoj.gov](mailto:[REDACTED]@usdoj.gov)>>  
Subject: Facial Recognition

Good afternoon,

Could you please try facial recognition on the male below in the photographs? Case is [REDACTED].



[image1.jpeg]

[image2.jpeg]

Sent from my iPhone

From: [Newton, Mark \(DOT\)](#)  
 To: [Deveney, Erin \(DOT\)](#); [Bedard, David \(DOT\)](#)  
 Cc: [Newton, Mark \(DOT\)](#)  
 Subject: RE: Registrar/IT Weekly Check in  
 Date: Friday, May 31, 2019 2:10:28 PM

FYI... Update regarding the credit card devices (VX/card not present variety)

**From:** DeBlois, Richard (DOT) <Richard.DeBlois@dot.state.ma.us>  
**Sent:** Friday, May 31, 2019 12:58 PM  
**To:** Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>  
**Subject:** RE: \*\* MassDOT IT, Operations, (Vendor(s): Worldpay, VeriFone), VeriFone POS Terminals - Update Package to -ALL- VeriFone (VX) Key Pad Devices TIME SENSITIVE \*\*

All online VX units will be updated regarding your note below

FYI We had numerous failures in the Contact Center today I went down to help the two Support staff handle the load Personally, I fixed about a dozen units

MRB has successfully processed at least one CC transaction today, so I suggest it is a go for tonight **We need that patch applied.**

Ri-

**From:** Newton, Mark (DOT)  
**Sent:** Friday, May 31, 2019 11:18 AM  
**To:** DeBlois, Richard (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: \*\* MassDOT IT, Operations, (Vendor(s): Worldpay, VeriFone), VeriFone POS Terminals - Update Package to -ALL- VeriFone (VX) Key Pad Devices. TIME SENSITIVE. \*\*

**Thanks Rick – can you please confirm that the Ombudsman’s VX-805 device. (Fred Apel in the Registrar’s 10 PP, Suite 6620) is on the list of devices to receive the “UP” when/if the deployment continues?**

Regards,  
 Mark

Mark Newton  
 (O)ffice: 857-368-9828

**From:** Newton, Mark (DOT) <mark.newton@dot.state.ma.us>  
**Sent:** Friday, May 31, 2019 9:17 AM  
**To:** Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Bedard, David (DOT) <David.Bedard@dot.state.ma.us>  
**Cc:** Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>  
**Subject:** Registrar/IT Weekly Check in

Good Friday Morning Registrar, Dave,

This week’s updates are light for consideration during our scheduled 10 AM call today

Regards and thanks,  
 Mark

**Watertown RMV Service Center Move**

- Official opening date: Monday, June 10, 2019 - moving will commence after COB Friday, June 7
- All systems “GO” from MassDOT IT, perspective

**Taunton RMV Service Center Move**

- Still no official move date - targeting July 1 opening
- If July 1 date cannot be met, the move would be delayed until January per RMV

**10 Park Plaza Electrical Maintenance**

- Electrical maintenance will be performed Saturday, June 15, 6 AM – 4 PM and Sunday, June 16, 6 AM – 4 PM
- No impact expected
- Contingency responses are being planned in case of unexpected incident

###

Miscellaneous

- TSS performing regular monthly Mainframe RSys LPAR maintenance, 06/02/2019, 03:30 AM – 05:00 AM (TSS: CHG0007526) usually completed within the ALARS daily maintenance window – to be monitored by MassDOT IT, RMV Production Support
- Maintenance –Generally-

Item	Description	Date/Timeframe	Service Impacting	Comments
1	EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support Atlas R2	1 Add new SSD storage capacity o May 3rd 6pm – 10pm <b>COMPLETE</b> 2 Merge SSD storage to create optimized aggregates o May 9th 6pm – 10pm <b>COMPLETE</b> 3 Configure 8200 SAS controllers o May 16th 6pm – 10pm <b>COMPLETE</b> 4 Upgrade the Netapp Ontap operating system Description Upgrade Ontap OS from version 9.3 to 9.5	No downtime is expected	There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2 To complete these activities, EOTSS is proposing weekly storage maintenance windows <b>which started on April 25<sup>th</sup></b> The maintenance has been scheduled over multiple weeks to minimize risks to the ATLAS environment All maintenance will be done “live” and will not require

		Proposed schedule <ul style="list-style-type: none"> <li>o May 23<sup>rd</sup> 6pm – 10pm</li> <li>o Postponed TBD</li> </ul>		any downtime of the ATLAS environment
2	Ongoing MassDOT IT, Network team moving PCI devices from the old switch stacks to the new PCI switch stacks on the 2 <sup>nd</sup> & 3 <sup>rd</sup> floor data closet and MDF room at Quincy Headquarters (CHG0037595)	<b>THIS Weekend</b> Nothing scheduled	No citizen downtime is expected – However: For anyone working on Saturday, during these hours, there will be minor interruptions to their PC as the Network team migrates them to the new PCI switch stack	Update: 5/30/2019: No additional work has taken place since 5/19/2019: ...Completed additional 28 PC moves on the 2 <sup>nd</sup> floor 5/2/2019: Completed 38 PC and 38 pin pad moves on 4/27 for the 3 <sup>rd</sup> Floor Still have more on the 3 <sup>rd</sup> floor and many more on the 2 <sup>nd</sup> floor
3	Idemia Maintenance Window for Operating System Patching	1 UAT Patching, Friday, June 14 from 8 AM – 12 noon (or until finished) 2 Production Patching, Sunday, June 23 from 7 AM – until complete	NO prolonged interruption of service; however, brief disruptions may occur	Proposed UAT patching date has been reviewed by ATLAS and RMV Training and conditionally approved; Proposed Production date has been reviewed by ATLAS and will next be vetted by Enforcement Services

5/31/2019 9:13 AM

**From:** Newton, Mark (DOT)  
**Sent:** Friday, May 24, 2019 9:40 AM  
**To:** Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Bedard, David (DOT <david.bedard@state.ma.us>  
**Cc:** Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>  
**Subject:** Registrar/IT Weekly Check in

Good Morning Registrar, Dave,

This week's updates for consideration during our scheduled 10 AM call today - Thank you

Best,  
Mark

**Watertown RMV Service Center Move**

- Official opening date: Monday, June 10, 2019 - moving will commence after COB Friday, June 7
- MassDOT IT, walkthrough with RMV Business to confirm IT requirements was conducted Thursday, May 23, 1:00 PM

**Taunton RMV Service Center Move**

- Still no official move date - targeting July 1 opening
- If July 1 date cannot be met, the move would be delayed until January per RMV
- Comcast data/phone agreements signed

**10 Park Plaza Electrical Maintenance**

- Electrical maintenance will be performed Saturday, June 15, 6 AM – 4 PM and Sunday, June 16, 6 AM – 4 PM
- No impact expected
- Contingency responses are being planned in case of unexpected incident

**Miscellaneous**

- ATLAS Sync Pack, live on Saturday, May 18, 2019 -/Successfully Completed/-
- **ALARS Freeze Board (AFB)** (no calls to action)
  - Candidate: 2021: Search NOUN by Surrogate –approved-
  - Candidate: 2023 : USPS Tracking Information For Registration Revocation Letters Are Missing –approved-
- Maintenance –Generally-

Item	Description	Date/Timeframe	Service Impacting	Comments
1	EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support Atlas R2	<b>1 Add new SSD storage capacity</b> <ul style="list-style-type: none"> <li>o May 3<sup>rd</sup> 6pm – 10pm <b>COMPLETE</b></li> </ul> <b>2 Merge SSD storage to create optimized aggregates</b> <ul style="list-style-type: none"> <li>o May 9<sup>th</sup> 6pm – 10pm <b>COMPLETE</b></li> </ul> <b>3 Configure 8200 SAS controllers</b> <ul style="list-style-type: none"> <li>o May 16<sup>th</sup> 6pm – 10pm <b>COMPLETE</b></li> </ul> <b>4 Upgrade the Netapp Ontap operating system</b> Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule <ul style="list-style-type: none"> <li>o May 23<sup>rd</sup> 6pm – 10pm</li> <li>o Postponed TBD</li> </ul>	No downtime is expected	There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2 To complete these activities, EOTSS is proposing weekly storage maintenance windows <b>which started on April 25<sup>th</sup></b> The maintenance has been scheduled over multiple weeks to minimize risks to the ATLAS environment All maintenance will be done "live" and will not require any downtime of the ATLAS environment
2	MassDOT IT, Operations/Server Team, RMV (ATLAS) Ongoing Windows Patching (CHG0037771/CHG0037772)	Sunday, May 26, 2019 at 02:00 AM until 08:00 AM	NO prolonged interruption of service; however, brief disruptions may occur	Standard monthly patching cycle from 2 AM to 8 AM on the 2nd Sunday after Microsoft Patch Tuesday (2nd Tuesday of the month)



3	Ongoing MassDOT IT, Network team moving PCI devices from the old switch stacks to the new PCI switch stacks on the 2 <sup>nd</sup> & 3 <sup>rd</sup> floor data closet and MDF room at Quincy Headquarters (CHG0037595)	<b>THIS Weekend</b> Nothing scheduled	No citizen downtime is expected – However: For anyone working on Saturday, during these hours, there will be minor interruptions to their PC as the Network team migrates them to the new PCI switch stack	Update: 5/19/2019: ...Completed additional 28 PC moves on the 2 <sup>nd</sup> floor 5/2/2019: Completed 38 PC and 38 pin pad moves on 4/27 for the 3rd Floor Still have more on the 3 <sup>rd</sup> floor and many more on the 2 <sup>nd</sup> floor
4	Idemia Maintenance Window for Operating System Patching	Proposed 1 UAT Patching, Friday, June 14 from 8 AM – 12 noon (or until finished) 2 Production Patching, Sunday, June 23 from 7 AM – until complete	NO prolonged interruption of service; however, brief disruptions may occur	Proposed UAT patching date has been reviewed by ATLAS and RMV Training and conditionally approved; Proposed Production date has been reviewed by ATLAS and is being vetted (Meeting later today)

5/24/2019 9:35 AM

**From:** Newton, Mark (DOT)  
**Sent:** Friday, May 17, 2019 9:53 AM  
**To:** Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Bedard, David (DOT <david.bedard@state.ma.us>  
**Cc:** Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>  
**Subject:** \*E-Mail Only Today:\* Registrar/IT Weekly Check in

Good Morning Registrar, Dave,

Hope your trip was great Registrar - ...this week's updates via E-Mail today, in lieu of our usual 10 AM call - Thank you

**NOTE:** There was a brief complication last evening to the ongoing **Netapp** work, impacting MyRMV License transactions -only- (Registrations / OK) Thursday 5/16/19 from 6:53 PM to 7:22 PM The appropriate protocols were followed, a maintenance page went up, and was promptly removed when all transactions were returned to normal status

Please let me know if you have any questions Thank you again

Regards,  
Mark

**Watertown RMV Service Center Move**

- Official opening date: Monday, June 10, 2019 - moving will commence after COB Friday, June 7
- MassDOT IT, walkthrough with RMV Business to confirm IT requirements is tentatively scheduled for Thursday, May 23, 1:00 PM

**Taunton RMV Service Center Move**

- Still no official move date - targeting July 1 opening
- If July 1 date cannot be met, the move would be delayed until January per RMV

**10 Park Plaza Electrical Maintenance**

- Electrical maintenance will be performed Saturday, June 1, 6 AM – 4 PM and Sunday, June 2, 6 AM – 4 PM
- No impact expected
- Contingency responses are being planned in case of unexpected incident

###

Miscellaneous

- AAA/RMV System Wide, Firewall Patching/Upgrade
  - AAA Date: Wednesday, May 8, 2019 at close -/ Successfully Completed -/
  - RMV Date: Tuesday and Wednesday, May 14 & 15, 2019 at service center close -/ Successfully Completed -/
- ATLAS Sync Pack, live on Saturday, May 18, 2019
- Maintenance –Generally-

Item	Description	Date/Timeframe	Service Impacting	Comments
1	EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support Atlas R2	3 Add new SSD storage capacity <ul style="list-style-type: none"> <li>• May 3<sup>rd</sup> 6pm – 10pm <b>COMPLETE</b></li> </ul> 4 Merge SSD storage to create optimized aggregates <ul style="list-style-type: none"> <li>• May 9<sup>th</sup> 6pm – 10pm <b>COMPLETE</b></li> </ul> 5 Configure 8200 SAS controllers <ul style="list-style-type: none"> <li>• May 16<sup>th</sup> 6pm – 10pm <b>COMPLETE*</b></li> </ul> 6 Upgrade the Netapp Ontap operating system <p>Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule</p> <ul style="list-style-type: none"> <li>• May 23<sup>rd</sup> 6pm – 10pm</li> </ul>	No downtime is expected	There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2 To complete these activities, EOTSS is proposing weekly storage maintenance windows <b>which started on April 25<sup>th</sup></b> The maintenance has been scheduled over multiple weeks to minimize risks to the ATLAS environment All maintenance will be done “live” and will not require any downtime of the ATLAS environment
2	Scheduled ATLAS code update to production a/k/a Sync Pack - May	Saturday, May 18, 2019 from 5:00 AM to 7 00 AM	Partner and Portal Impact: May be some delays or occasional errors during communications	During this time, you may experience some delays in responsiveness, or receive occasional errors during communications In these

				instances, please reprocess requests after 7 00 a m and they should process successfully Comms disseminated by RMV Marketing and Communications 5/16/2019 2:29 PM
3	AAMVA, PDPS Scheduled Maintenance	Sunday, May 19, 2019 from 8 00 AM to 3 00 PM	ID transactions will NOT be available during this period	Mark has sent notification 5/15/2019 11:55 AM
4	MassDOT IT, Network team to move PCI devices from the old switch stacks to the new PCI switch stacks on the 2 <sup>nd</sup> & 3 <sup>rd</sup> floor data closet and MDF room at Quincy Headquarters (CHG0037595)	<b>THIS Weekend</b> SUNDAY Saturday, May 19, 2019 from 09 00 AM to 04:00 PM	No citizen downtime is expected – However: For anyone working on Saturday, during these hours, there will be minor interruptions to their PC as the Network team migrates them to the new PCI switch stack	Update: 5/17/2019: Estimated to be 30% complete 5/2/2019: ... Completed 38 PC and 38 pin pad moves on 4/27 for the 3rd Floor Still have more on the 3 <sup>rd</sup> floor and many more on the 2 <sup>nd</sup> floor

5/17/2019 9:39 AM

**From:** Newton, Mark (DOT)  
**Sent:** Friday, May 10, 2019 9:51 AM  
**To:** Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Bedard, David (DOT <david.bedard@state.ma.us>  
**Cc:** Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>  
**Subject:** Registrar/IT Weekly Check in

Good Friday Morning Registrar, Dave,

This week's updates for consideration during our scheduled 10 AM call today - Thank you

Best,  
Mark

**Watertown RMV Service Center Move**

- Official opening date: Monday, June 10, 2019 - moving will commence after COB Friday, June 7
- MassDOT IT, walkthrough with RMV Business to confirm IT requirements is tentatively scheduled for Thursday, May 23, 1:00 PM

**Taunton RMV Service Center Move**

- Still no official move date Targeting July 1 opening
- If July 1 date cannot be met, the move would be delayed until January per RMV Registrar

###

Miscellaneous

- AAA/RMV System Wide, Firewall Patching/Upgrade
  - AAA Date: Wednesday, May 8, 2019 at close -/ Successfully Completed -/
  - **Next Week** RMV Date: Tuesday and Wednesday, May 14 & 15, 2019 at service center close (more dates MAY be needed)
- ATLAS Sync Pack, Friday, May 17, live on Saturday, May 18, 2019
- Maintenance –Generally-

Item	Description	Date/Timeframe	Service Impacting	Comments
1	EOTSS to perform non-disruptive maintenance on the Netapp storage environment. The maintenance is required to update the environment to support Atlas R2	<b>1 Add new SSD storage capacity</b> Description Add 2 additional SSD shelves to the Netapp 8080 array and create two new aggregates (3 & 4). new capacity will be approximately 130TB Proposed schedule • <b>May 3rd 6pm – 10pm</b> <b>COMPLETE</b> <b>2 Merge SSD storage to create optimized aggregates</b> Description Merge original SSD aggregates with new aggregates 3 & 4 to optimize performance Proposed schedule • <b>May 9<sup>th</sup> 6pm – 10pm</b> <b>COMPLETE</b> <b>3 Configure 8200 SAS controllers</b> Description Remove the existing SAS controllers and replace them new 8200 controllers Proposed schedule • <b>May 16<sup>th</sup> 6pm – 10pm</b> <b>3 Upgrade the Netapp Ontap operating system</b> Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule • <b>May 23<sup>rd</sup> 6pm – 10pm</b>	No downtime is expected	There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2. To complete these activities, EOTSS is proposing weekly storage maintenance windows <b>which started on April 25<sup>th</sup></b> . The maintenance has been scheduled over multiple weeks to minimize risks to the ATLAS environment. All maintenance will be done "live" and will not require any downtime of the ATLAS environment
2	MassDOT IT, Network team to move PCI devices from the old switch stacks to	<b>THIS Weekend</b> Saturday, May 11, 2019 from	No citizen downtime is expected – However: For	Update: 5/2/2019: ...Completed 38 PC and 38 pin pad moves on

the new PCI switch stacks on the 2 <sup>nd</sup> & 3 <sup>rd</sup> floor data closet and MDF room at Quincy Headquarters (CHG0037595)	09 00 AM to 04:00 PM	anyone working on Saturday, during these hours, there will be minor interruptions to their PC as we migrate them to the new PCI switch stack	4/27 for the 3rd Floor Still have more on the 3 <sup>rd</sup> floor and many more on the 2 <sup>nd</sup> floor
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5/10/2019 9:17 AM

**From:** Newton, Mark (DOT)  
**Sent:** Friday, May 03, 2019 9:35 AM  
**To:** Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Bedard, David (DOT <david.bedard@state.ma.us>  
**Cc:** Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>  
**Subject:** Registrar/IT Weekly Check in

Good Morning Registrar, Dave... Happy Friday!

Please find this week's updates for consideration during our scheduled 10 AM call today Thank you

Best,  
Mark

**Watertown RMV Service Center Move**

- No official move date Mid-June per General Services
- No known risk or impediments with IT
- Comcast fiber installation
  - Installation completed
  - Circuit activation is required and will be scheduled 2 weeks before planned opening

**Taunton RMV Service Center Move**

- No official move date Targeting July 1 opening
- If July 1 date cannot be met, the move would be delayed until January per RMV Registrar
- Comcast order process started
  - Site survey scheduled for 5/3/19
- IP Worksheet to be created by 5/10 to start configuration process for new DL/ID stations
- Requests for quotes submitted to vendors:
  - Idemia
    - Submitted for approval
  - ACF
    - Waiting for RFQ
  - Valley Communications
    - Waiting for RFQ
- MVN informed of move

###

Miscellaneous

- Public Facing PCs at Haymarket Service Center – Two -2- have been added (on 4/30/2019) to make a total of three -3-
- AAA/RMV System Wide, Firewall Patching/Upgrade
  - **Confirmed** AAA Date: Wednesday, May 8, 2019 at close -/ Notification made to AAA Northeast/AAA Pioneer Valley -/
  - **Confirmed** RMV Date: Tuesday and Wednesday, May 14 & 15, 2019 at service center close (more dates MAY be needed) -/Communication is being drafted and will be sent today 5/3/2019 -/
- Maintenance –Generally-

Item	Description	Date/Timeframe	Service Impacting	Comments
1	EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support Atlas R2	<b>1 Add new SSD storage capacity</b> Description Add 2 additional SSD shelves to the Netapp 8080 array and create two new aggregates (3 & 4) new capacity will be approximately 130TB Proposed schedule ◦ <b>May 3rd 6pm – 10pm</b> <b>1 Merge SSD storage to create optimized aggregates</b> Description Merge original SSD aggregates with new aggregates 3 & 4 to optimize performance Proposed schedule ◦ <b>May 9th 6pm – 10pm</b> <b>2 Configure 8200 SAS controllers</b> Description Remove the existing SAS controllers and replace them new 8200 controllers Proposed schedule ◦ <b>May 16th 6pm – 10pm</b> <b>3 Upgrade the Netapp Ontap operating system</b> Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule ◦ <b>May 23rd 6pm – 10pm</b>	No downtime is expected	There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2 To complete these activities, EOTSS is proposing weekly storage maintenance windows <b>which started on April 25<sup>th</sup></b> The maintenance has been scheduled over multiple weeks to minimize risks to the ATLAS environment All maintenance will be done "live" and will not require any downtime of the ATLAS environment
2	MassDOT IT, Operations/Server team, Data Center Relocation, In continuing	Saturday, May 4, 2019 from 08:00 PM – 08:30 PM	RMV Customer Impact: No RMV internet transactions,	Mark has sent notification 5/2/19, 3:45 PM

	support of the ongoing Core Switch Upgrade and the Data Center Relocation efforts in 10 PP (move from 8110 to 8150), the MassDOT IT, Server team will be migrating many virtual servers (or "VMs") to new equipment in the new location (CHG0037552)		no IVR transactions during this time window	
3	EOTSS performing monthly Mainframe LPAR Maintenance on Sunday, May 5 <sup>th</sup> , 2019 (EOTSS ServiceNow Change CHG0007527)	Sunday, May 5, 2019 from 3:30 AM - 5:15 AM	RMV Customer Impact: No RMV internet (Registration & Title) transactions, no IVR transactions and no mainframe access during this time window	Occurs during the beginning of every month RMV Applications, Production Support to monitor and confirm, connectivity and transactions as is standard practice
4	MassDOT IT, Network team to move PCI devices from the old switch stacks to the new PCI switch stacks on the 2 <sup>nd</sup> & 3 <sup>rd</sup> floor data closet and MDF room at Quincy Headquarters (CHG0037595)	<b>NEXT</b> weekend..... Saturday, May 11, 2019 from 09:00 AM to 04 00 PM	No citizen downtime is expected – However: For anyone working on Saturday, during these hours, there will be minor interruptions to their PC as we migrate them to the new PCI switch stack	Update: 5/2/2019: ... Completed 38 PC and 38 pin pad moves on 4/27 for the 3rd Floor Still have more on the 3 <sup>rd</sup> floor and many more on the 2 <sup>nd</sup> floor

5/3/2019 9:04 AM

**From:** Newton, Mark (DOT)  
**Sent:** Friday, April 26, 2019 9:49 AM  
**To:** Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Bedard, David (DOT <david.bedard@state.ma.us>  
**Cc:** Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>  
**Subject:** Registrar/IT Weekly Check in

Good Morning!

Below please find this week's updates for consideration during our scheduled 10 AM call today

Regards,  
Mark

**Watertown RMV Service Center Move**

- No official move date Mid-June per General Services
- No known risk or impediments with IT
- Comcast fiber installation
  - Waiting for final configuration including Internet to be scheduled - Targeting 5/3

**Taunton RMV Service Center Move**

- No official move date Targeting July 1 opening
- If July 1 date cannot be met, the move would be delayed until January per RMV Registrar
- Site visit completed 4/22
- Comcast order process started
  - Waiting for site survey to be scheduled
  - Fiber will need to be installed about 300 ft from building Telco room to new MDF room
  - Will require coordination with landlord but no unusual installation issues expected
- Requests for quotes submitted to vendors:
  - Idemia
    - Preliminary system counts for adds/moves to new service center
  - ACF
  - Valley Communications
- MVN informed of move

###

Miscellaneous

- USBs in Public Facing PCs – Discovery completed only one -1- known occurrence This machine is being analyzed and is being replaced, Monday, April 29 Another added Public Facing PC is in process of being imaged and will be scheduled to be delivered as soon as possible
- AAA/RMV System Wide, Firewall Patching/Upgrade
  - **Proposed** AAA Date: Wednesday, May 8, 2019 at close
  - **Proposed** RMV Date: Tuesday and Wednesday, May 14 & 15, 2019 at service center close (more dates MAY be needed)
- Maintenance –Generally-

Item	Description	Date/Timeframe	Service Impacting	Comments
1	EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support Atlas R2	TBD		There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2 To complete these activities, EOTSS is proposing weekly storage maintenance windows <b>starting on April 25<sup>th</sup></b> The

			No downtime is expected	maintenance has been tentatively scheduled over multiple weeks to minimize risks to the ATLAS environment All maintenance will be done "live" and will not require any downtime of the ATLAS environment
2	MassDOT IT, Network team to move PCI devices from the old switch stacks to the new PCI switch stacks on the 2 <sup>nd</sup> & 3 <sup>rd</sup> floor data closet and MDF room at Quincy Headquarters (CHG0037334)	Saturday, April 27, 2019 from 09 00 AM to 04 00 PM	No citizen downtime is expected – However: For anyone working on Saturday, during these hours, there will be minor interruptions to their PC as we migrate them to the new PCI switch stack	

4/26/2019 9:39 AM

**From:** Newton, Mark (DOT)  
**Sent:** Friday, April 19, 2019 9:25 AM  
**To:** Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Bedard, David (DOT) <david.bedard@state.ma.us>  
**Cc:** Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>  
**Subject:** Registrar/IT Weekly Check in

Good Friday morning Registrar and Dave,

Below please find this week's updates for consideration during our scheduled 10 AM call today

Have a very happy Passover, Easter Sunday – Resurrection Day,  
Mark

**RMV Citrix Server Maintenance**

- Completed 4/13 with no issues

**Watertown RMV Service Center Move**

- No official move date Per Aric Warren, move will likely be the weekend of June 1 or 8
  - Park Plaza data center electrical work planned for June 1
  - IT cannot support RMV move and electrical work same weekend
- No other known risks or impediments with Tech
- Comcast fiber installation
- Waiting for final configuration including Internet to be scheduled - current target Friday 5/3

**Taunton RMV Service Center Move**

- No official move date - targeting July 1 opening
- If July 1 date cannot be met, the move would be delayed until January per Registrar
- Idemia submitted SOW for DL/ID hardware 4/17
- Site visit planned for 4/22
  - Review Comcast configuration - It is expected that Comcast work will be minimal and will only require extending circuits from current building electrical room to new space
  - Get system counts for adds/moves to new service center
    - Provide to Idemia to create Professional Services SOW for move

###

Miscellaneous

- USBs in Public Facing PCs
- RMV/AAA PCI QSAs Audit In-Flight
- Maintenance –Generally-

Item	Description	Date/Timeframe	Service Impacting	Comments
1	MassDOT IT, Operations/Server Team, RMV (ATLAS) Ongoing Windows Patching (CHG0037426/CHG0037427)	Sunday, April 21, 2019 at 02:00 AM until 08 00 AM	NO prolonged interruption of service; however, brief disruptions may occur	Standard monthly patching cycle from 2 AM to 8 AM on the 2nd Sunday after Microsoft Patch Tuesday (2nd Tuesday of the month)
2	EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support Atlas R2	TBD	No downtime is expected	There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2 To complete these activities, EOTSS is proposing weekly storage maintenance windows <b>starting on April 25<sup>th</sup></b> The maintenance has been tentatively scheduled over multiple weeks to minimize risks to the ATLAS environment All maintenance will be done "live" and will not

				require any downtime of the ATLAS environment
3	Digital Safety Training Program	Ongoing; no later than April 30		

4/19/2019 9:22 AM

**From:** Newton, Mark (DOT)  
**Sent:** Wednesday, April 17, 2019 10:44 AM  
**To:** Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>  
**Cc:** Bedard, David (DOT) <david.bedard@state.ma.us>; Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>  
**Subject:** REMINDER: Registrar/IT Weekly Check in

Good Morning Registrar,

Just a quick reminder from our last Friday morning discussion of this evening s EOTSS "non-disruptive maintenance" – except for 2 to 30 minutes when VPN connections may experience a short disruption in service Impact should be minimal except those who VPN in at night to check their email

EOTSS performing non-disruptive maintenance to internet	04-17-2019	No downtime is expected	EOTSS managed site-to-site VPN connections WILL experience a short disruption from as little as 2 minutes and possibly up to 30 minutes in duration during the change window
2 circuits at MITC and SDC Wednesday April 17th at 7:00 PM – (EOTSS: ServiceNow CHG0008600)	07:00 PM – 11:59 PM		

Regards,  
-Mark

**From:** Deveney, Erin (DOT)  
**Sent:** Saturday, April 13, 2019 7:37 PM  
**To:** Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>  
**Cc:** Bedard, David (DOT) <david.bedard@state.ma.us>  
**Subject:** Re: Registrar/IT Weekly Check in

Great update

Let 's hope everything stays this smooth all week

Thanks so much!

Sent from my iPhone

On Apr 13, 2019, at 5:51 PM, Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us> wrote:

Quick Update:

RMV Citrix Server Work - "We just finished both migration and testing, everything went pretty smooth, no issues to report "

The team will be checking everything out again, just as an extra precaution Monday  
Thank you Registrar Have a fantastic weekend, both of you  
-Mark

Sent from my iPhone

On Apr 12, 2019, at 9:38 AM, Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us> wrote:

Hello Registrar, Dave,

Here are this week's discussion items for our 10 AM call.

Best,  
Mark

**RMV Citrix Server Maintenance**

- Migrating RMV Citrix server to new hardware and storage Saturday, 4/13/2019, 2 - 8 PM
- Eliminates problematic Extreme IO storage that was root cause of recent major RMV incident (INC0204442 - Urgent Citrix Unavailable - (3/6/2019)
- ALARS and Microsoft Office applications impacted
- Required to vacate 10 PP 8110 data center by June 1 ahead of major electrical maintenance
- Very low technical risk to complete
- Harri Rosenberg and Matt Wood have approved
- Extra day to address any issues with 3-day weekend
- Delaying work would introduce further risk – timeline/dependent work is tight to meet June 1 deadline to vacate Suite 8110

**Watertown RMV Service Center Move**

- No official move date. Opening date no sooner than May 17, 2019
- No known risk or impediments with IT.
- Comcast fiber installation
  - Installation completion scheduled for 4/12/19
- Internet configuration may not get completed until another 2 weeks. 4/10 site survey found minor issue with design

**Taunton RMV Service Center Move**

- Still no official move date – presently targeting July 1 opening
- If July 1 opening cannot be met, the move would be delayed until January per Registrar
- Received floorplan on 4/8

- 10 DL/ID complete kits (present state = seven -7-)
- Three -3- additional DL/ID needed
- Two -2- spare in inventory with Idemia, at least one -1- needs to be procured (12-16 week lead time) will confirm with Idemia they can borrow -1- DL/ID kit from break/fix pool until new DL/ID kit(s) arrive(s)
- Submitting request for SOW to Idemia by 4/12
- Site visit planned for week of 4/15
- After review of Comcast configuration, it is expected that Comcast work will be minimal, and will only require extending circuits from current building electrical room to new space (i.e., no trenching)

###

Miscellaneous

- Maintenance –Generally-

Item	Description	Date/Timeframe	Service Impacting	Comments
1	CHG0037396 – Migrate Citrix Servers to New Hardware and Storage – work needed to vacate 10 PP 8110 data center by June 1 ahead of major electrical maintenance	04-13-2019 02:00 PM - 08:00 PM	No Citrix access to ALARS or Microsoft Office Applications during maintenance	Maintenance scheduled for Saturday afternoon thru Saturday evening
2	EOTSS performing non-disruptive maintenance to internet circuits at MITC and SDC Wednesday April 17th at 7:00 PM (EOTSS: ServiceNow CHG0008600)	04-17-2019 07:00 PM – 11:59 PM	No downtime is expected	EOTSS managed site-to-site VPN connections WILL experience a short disruption from as little as 2 minutes and possibly up to 30 minutes in duration during the change window
3	EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support ATLAS R2	04-13-2019 02:00 PM– 10:00 PM	No downtime is expected	There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2 To complete these activities, EOTSS is proposing weekly storage maintenance windows <b>starting on April 25<sup>th</sup></b> The maintenance has been tentatively scheduled over multiple weeks to minimize risks to the ATLAS environment All maintenance will be done “live” and will not require any downtime of the ATLAS environment
4	Digital Safety Training Program	Ongoing; no later than April 30		

4/12/2019 9:20 AM

**From:** Newton, Mark (DOT)  
**Sent:** Thursday, April 04, 2019 2:54 PM  
**To:** Deveney, Erin (DOT) <[Erin.Deveney@dot.state.ma.us](mailto:Erin.Deveney@dot.state.ma.us)>; Bedard, David (DOT) <[david.bedard@state.ma.us](mailto:david.bedard@state.ma.us)>  
**Cc:** Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)>  
**Subject:** Registrar/IT Weekly Check in

Happy Pre-Friday – Registrar, Dave!

Here are this week's updates for consideration during tomorrow's scheduled 10 AM call. Given there are no significant material issues or updates, would you like to forego this week's call, or would you prefer to meet as usual, could you kindly let us know Registrar? Thank you

Regards,  
 Mark

**QHQ 1st Floor Atlas Business Testing/Training**

- QHQ 1st Floor Atlas Business Testing/Training
- Ricoh Printer(s): Contact Center & Training: Deliver Date: **-Delivered- 4/4/2019-**

**Watertown RMV Service Center Move**

- No official move date. Opening date no sooner than May 6, 2019
- No known risk or impediments with IT
- Agreed to use 49" TV monitors for QFlow, MVN and Security
- Comcast fiber installation
- Installation completion scheduled for ~~3/29/19~~ 4/12/2019

**Taunton RMV Service Center Move**

- No official move date. Approximate June/July 2019
- Demolition permit in process
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, the move would be delayed until January per RMV Registrar

**AAA Boston ==NEW==**

- AAA planning to move its location somewhere in PO Square in Fall 2019
- No other details at this time.

###

Miscellaneous

- Maintenance –Generally-

Item	Description	Date/Timeframe	Service Impacting	Comments
1	TSS performing monthly Mainframe Logical Partition (or "LPAR") maintenance on Sunday April 7th (EOTSS: ServiceNow CHG0007528)	Sunday, April 7, 2019 from 3:30 – 5:30	No downtime Expected to return to service by 4 00 (+/-), within the daily Mainframe Maintenance Window	Occurs during the beginning of every month RMV Applications, Production Support to monitor and confirm, as is standard practice
2	CHG0037308 - Migration of Inner DMZ firewall and Load Balancer functions to new equipment in Suite 8150	04-07-2019 03:00 AM - 05:00 AM	Yes; no RMV payment transactions from 3 – 4 AM; (4-5 Testing/Monitoring)	Part II of II, /Testers scheduled/Mark has sent notification 4/3/19
3	EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support Atlas R2	04-13-2019 02:00 PM - 10:00 PM	No downtime is expected	To mitigate risk, EOTSS would like to schedule this effort as an eight -8- hour window outside of business hours /Testers scheduled/ Mark has sent LIMITED notification 4/3/19 JUST to Registrar for her approval If approved, larger distribution planned
4	Digital Safety Training Program	Ongoing; no later than April 30		

4/12/2019 9:14 AM

**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 29, 2019 9:10 AM  
**To:** Deveney, Erin (DOT); Bedard, David (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** Registrar/IT Weekly Check in

Good Morning,

Please find the following updates for consideration during this morning s regularly scheduled 10 AM call

**QHQ 1st Floor Atlas Business Testing/Training**

- QHQ 1st Floor Atlas Business Testing/Training
- Ricoh Printer(s): Deliver Date: Thursday, April 4, 2019, all three -3- machines to Quincy RMV Headquarters

**AAA Leominster Move**

- Move Date – Completed successfully on March 22, 2019

**Watertown RMV Service Center Move**

- No official move date. Opening date no sooner than May 6, 2019
- No known risk or impediments with IT
- Agreed to use 49" TV monitors for QFlow, MVN and Security
- Comcast fiber installation
- Installation completion scheduled for 3/29/19 ~~TODAY~~

**Taunton RMV Service Center Move**

- No official move date. Approximate June/July 2019
- Demolition permit in process
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, the move would be delayed until January per RMV Registrar

**AAA Boston -=NEW=-**

- AAA planning to move its location somewhere in PO Square in Fall 2019
- No other details at this time.

###

Miscellaneous

- ACF
- In RE: Replacement Ricoh units two -2- for Haymarket Service Center
- As of 3/22/2019 AM, Ricoh has a tech scheduled to visit Haymarket today to assess the two devices – outcome partially dependent on results of their findings
- Ricoh IS aware of our desire for replacement units AND aware that this matter is visible at the highest level
- UPDATE: Due to the fact that the Haymarket units were part of the pilot, there was a HEAP/STACK setting that was pushed out to all but the Haymarket



machines, that is in the process of being confirmed and/or reset to the optimum or new default setting to match the rest of the locations Symptom was: Delay when calling up the Autostore (Print-on-Demand) feature of the Ricoh devices, at times causing users to become frustrated and reset the device

- ALARS Freeze Board (AFB) Candidate: 2019: Production Issue - Garage Code Update Process for Address Changes in ALARS (RMVLV25D) – Approved by Registrar, will move to Production next week
- Maintenance –Generally-

Item	Description	Date/Timeframe	Service Impacting	Comments
1	MassDOT IT, Operations/Server Team, RMV (ATLAS) Ongoing Windows Patching	3/31/2019, 02:00 AM - 08:00 AM	No downtime is expected	<u>Pending Registrar approval</u> /Testers scheduled/Mark to send notification
2	CHG0037247 - Migration of Outer DMZ firewall and Load Balancer functions to new equipment in Suite 8150	03-31-2019 03:00 AM - 05:00 AM	Yes; no RMV payment transactions from 3 – 4 AM; (4-5 Testing/Monitoring)	Part I of II, Part II next week /Testers scheduled/Mark to send notification
3	EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support Atlas R2	TBD	No downtime is expected	To mitigate risk, EOTSS would like to schedule this effort as an eight -8-hour window outside of business hours /Testers aware but not yet scheduled/Mark to send notification

4/12/2019 9:14 AM

**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 22, 2019 9:43 AM  
**To:** Deveney, Erin (DOT); Bedard, David (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** Registrar/IT Weekly Check in

Good FRIDAY Morning Registrar, Dave,  
 Today's updates for consideration during this morning's scheduled 10 AM call

**QHQ 1st Floor Atlas Business Testing/Training**

- All 26 New PCs for third floor desks have been installed and are connected to the network
- QHQ 1st Floor Atlas Business Testing/Training
- Ricoh Printer(s) Target Date: (*backordered MP4055*) First week of April for all three -3- printers (specific date to be provided)

**AAA Leominster Move**

- Move Date TODAY: March 22, 2019

**Watertown RMV Service Center Move**

- No official move date Tentative opening date April 29, 2019
- No known risks or impediments with IT
- Awaiting feedback from General Services on TV size - Current Service Center uses 55" due to high ceilings - Standard is 49"
- Comcast fiber installation
- Fiber splice installation completed 3/18
- Installation completion scheduled for 3/29/19

**Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Demolition permit in process
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, the move would be delayed until January per RMV Registrar

**Roslindale RMV Service Center**

- Very early in process
- Targeting Q1 2020 CY opening

###

**Miscellaneous**

- ACF Technologies, Q-Flow Queuing Application Deprecation of the AWS Classic VPN Connection by 4/1/2019 Thursday, March 21, 2019 afterhours @ 5:30 PM
- EOTSS Resources on hand at the beginning of the work (5:30 PM) from 07 00 AM on Friday, March 22, 2019
- ACF Resources also available Thursday and Friday (Pulseway access to confirm QFlow functionality (all but printing tickets)
- MassDOT IT, to coordinate with DMs to arrange for RMV testers within each region
- **Primary mission successful** – will need to schedule a subsequent effort to facilitate failover ACF/QFlow VPN connection to Springfield Data Center (or "SDC")
- Post action review of Citrix production incident

**Root Cause**

This was a very unusual hardware failure that might be described as "once in a lifetime" Our storage hardware is highly redundant, but had both backup batteries fail within a few minutes of each other at just before 10 00pm on March 5<sup>th</sup> The device shut itself down to prevent data loss We identified the root cause and ordered replacement parts by 4 00am on March 6<sup>th</sup> The parts arrived and were installed by noon Restoring the server environment took until 5 00pm that day

**Next Steps**

- Retire this storage device and move all data to brand new hardware by 5/17
- Review other hardware around DOT to proactively identify any older pieces that may be subject to similar failures Complete by 5/31
- Hire an architect to review our current server and storage architecture, with the objective of providing more redundancy and reducing our recovery time for future incidents He will start in the next two weeks and we expect the new architecture design to be complete by 5/3 We will immediately begin implementation of the recommended changes
- We are in the process of redesigning our incident response processes We will complete and deploy the changes by 4/26
- Replacement Ricoh units two -2- for Haymarket Service Center
- As of 3/22/2019 AM, Ricoh has a tech scheduled to visit Haymarket today to assess the two devices – outcome partially dependent on results of their findings
- Ricoh IS aware of our desire for replacement units AND aware that this matter is visible at the highest level
- ALARS Freeze Board (AFB) Candidate: 2019: Production Issue - Garage Code Update Process for Address Changes in ALARS (RMVLV25D)

4/12/2019 9:14 AM

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 15, 2019 2:53 PM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Additionally, I confirmed;

- that the wall bracket for the QFlow TV is fit for purpose with Bill Norrish (Watertown)
- that Jim Tilley of the MassDOT IT, Network team will be on the watch for the EOTSS/Q-Flow, Deprecation of the AWS Classic VPN Connection on Thursday, March 21, 2019 afterhours @ 5:30 PM / Friday AM
- Paul Lavallee has sent an update/reminder to the RMV DM s regarding upcoming scheduled DCP implantations

I also followed-up on an Email from Bill Norrish to David Hempe regarding attempting to confirm the AAA Leominster move date tentatively re-scheduled to March 22, 2019 – awaiting reply

Have a fantastic weekend to you both!  
 -Mark

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**From:** Bedard, David (DOT)  
**Sent:** Friday, March 15, 2019 12:49 PM  
**To:** Newton, Mark (DOT); Deveney, Erin (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

I confirmed there is a \$500k placeholder for OPMI dashboard work, subject to final approval and any changes in priorities I will touch base with Rachel on Monday

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 15, 2019 9:48 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

#### QHQ 1st Floor Atlas Business Testing/Training

- Ricoh Printer(s) Target Date: TBD
- Order placed / awaiting delivery status from Ricoh
- AAA Leominster Move
- Move Date – Tentatively re-scheduled to March 22, 2019
- Waiting for AAA confirmation

#### Watertown RMV Service Center Move

- No official move date. Tentative opening date April 29, 2019
- Comcast fiber installation
- Fiber splice installation scheduled for Friday, 3/15
- Installation completion scheduled for 3/29/19
- AV Installation to support QFlow
- Completed 3/14
- ACF
- ACF to deliver wall bracket for QFlow TV by 3/8 so General Contractor can install
- Received By General Contractor on schedule 3/8
- Updated computer/IP worksheet completed with existing equipment IP information
- Beth Pellegrini ordered second Bank of America scanner for new Cash Room

#### Taunton RMV Service Center Move

- No official move date Approximate June/July 2019
- Demolition permit has been pulled (Planet Fitness)
- Lease was signed
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per RMV Registrar

#### Rosindale RMV Service Center

Very early in process  
 Targeting Q1 2020 CY opening

###

Miscellaneous

- Update: Attleboro Q-Flow Kiosk  
ACA to perform an onsite review of kiosk and also bring a replacement monitor with the bread board (or "internal touchscreen") that goes inside the kiosk Tech will be onsite either on Tuesday or Wednesday of next week / these days were chosen as it's less busy at the service center  
INCO205329 / SR0008508 - Attleboro - the QFlow self-service kiosk is not working properly, keeps losing a connection to the system <THIS week>  
INCO204658 / SR0008268 - having on going issues with q-flow system - not printing and wrong categories calibrated <last week>
- Effort 1 of 2 - MassDOT IT, Server: Routine Security Updates to the ATLAS System  
Sunday, March 17, 2019 from 03 00 AM to 04:00 AM (Estimated), the MassDOT IT, Server team will be performing routine security updates to the ATLAS system  
NO prolonged interruption of service is expected; however, brief disruptions may occur during this time
- Effort 2 of 2 - EOTSS, MassDOT IT, Chelsea Circuit Cut Over to New Core Switches  
Sunday, March 17, 2019 from 08 00 AM to 11:00 AM (Estimated), we will be cutting over the EOTSS Chelsea circuits to the new Cisco 9300 Core WAN layer distribution switches in the 8150 server room, as part of the comprehensive Core Migration project  
NO interruption of service is expected; however, brief disruptions may occur
- ACF Technologies, Q-Flow Queuing Application Deprecation of the AWS Classic VPN Connection by 4/1/2019  
Thursday, March 21, 2019 afterhours @ 5:30 PM
- EOTSS Resources on hand at the beginning of the work (5:30 PM) from 07 00 AM on Friday, March 22, 2019
- ACF Resources also available Thursday and Friday (Pulseway access to confirm QFlow functionality (all but printing tickets)
- MassDOT IT, to coordinate with DMs to arrange for RMV testers within each region
- Post action review of Citrix production incident (TBD)
- RMV Application Development Fixed an online (web) code bug (INCO205513) that was preventing certain 'Company' plate types from getting a duplicate registration online While the reported incident is for a municipal plate (MVN) it was discovered that five additional 'Company' plates types were being excluded too Company plates types fixed and tested are as follows:  
<Value>ATN</Value>  
<Value>AXN</Value>  
<Value>MVN</Value>  
<Value>MXN</Value>  
<Value>STN</Value>  
<Value>SXN</Value>  
CHG0037130 - INCO205513 - error duplicating Municipal (MVN) registrations via e-services
- Reminder to DMs, anyone wishing to deploy QFlow DCP by the April 12, 2019 deadline should be expressing their interests now  
4/12/2019 9:14 AM

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 08, 2019 9:47 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Morning Registrar, Dave,  
Below are today s updates for consideration during this morning s scheduled 10 AM call

**QHQ 1st Floor Atlas Business Testing/Training**

- Ricoh Printer(s) Target Date: TBD
- Working through some procurement details / Upside: devices are quick-to-deploy
- **AAA Leominster Move**
  - Move Date – Tentatively re-scheduled to March 22, 2019
  - AAA is having IT issue that caused delay
  - This is with their business IT - unrelated to RMV/MassDOT systems which are ready

**Watertown RMV Service Center Move**

- No official move date - Approximate April 2019
- Comcast fiber installation
- Interior and exterior rough cabling completed
- Final installation scheduled for Friday, 3/15
- AV Installation to support QFlow
- Installation of AV systems scheduled for 3/12-3/14/19
- Fabric backdrop
- Delivered to General Services – on schedule
- ACF
- ACF to deliver wall bracket for QFlow TV by 3/8 so General Contractor can install
- Waiting for confirmation
- Draft computer/IP worksheet distributed to IT team with listing of existing equipment being moved and new equipment being installed

**Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Demolition permit has been pulled (Planet Fitness)
- Lease was signed
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per RMV Registrar

**Rosindale RMV Service Center**

Very early in process  
Targeting Q1 2020 CY opening

###

Miscellaneous

- VLS (SAVE) Production Scheduled Maintenance, Friday, March 8, 2019 from 09:00 PM until 11:59 PM  
The recommendation from the RMV business is leaving the Web transactions up and available during this upcoming maintenance period Customers that

attempt to process transactions using either a birth certificate or US Passport/Card will be successful during this SAVE outage. Since go-live the majority of documents presented for lawful presence have been either a birth certificate or US Passport/Card (77%) If approve, I'll send communications out later this AM

- We have an alert already planned on the web site and we can add a SAVE system maintenance value so customers using SAVE transactions that don't read the alert will get stopped
- THIS weekend the Mainframe will be going down for a Scheduled Mainframe Outage - Sunday, March 10th at 3:30 AM Clock Time scheduled to 05:45 AM. EOTSS will be setting the Mainframe clock forward one (1) hour for Daylight Savings Time (or "DST")

When: Sunday, March 10th from (2:30 AM Mainframe Time) 03:30 AM to 05:45 AM

Why: 1 Regular Monthly Charge-back IPL - RSYS and 2 Scheduled Mainframe annual Daylight Savings Time (DST) Change

Internal Impact: All access to mainframe will be effected/unavailable

RMV Customer Impact: No RMV internet (Registration & Title) transactions, no IVR transactions and no mainframe access during this time window

- ALARS Freeze Board (AFB) Candidate: 2014: Changes to No Policy Report - To be moved to Production 3/13/2019
- Interim/indefinite solution has been provided to the VSCS team/representative in Worcester

4/12/2019 9:14 AM

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 01, 2019 9:22 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Morning Registrar, Dave - Happy Friday and March 1<sup>st</sup> - Can Spring be far away?  
Here are today's updates for consideration during this morning's scheduled 10 AM call

#### [QHQ 1st Floor Atlas Business Testing/Training](#)

- 26 New PCs for third floor desks that will be vacated - deployment begun March 1

#### [AAA Leominster Move](#)

- Move Date - Wednesday, March 6, 2019
- Reached out to Karen Pedi to secure an RMV CSR for testing

#### [Watertown RMV Service Center Move](#)

- No official move date - Approximate April 2019
- Comcast fiber installation
- Interior installation of "rough" cabling completed 2/25
- Exterior installation process started including DigSafe notification
  - o Dependent on weather but expected to be completed by 3/8
- Comcast believes all work to be completed by 3/15
- AV Installation to support QFlow
- TV monitor brackets installation completed
- Requested additional PO to cover speaker wire installation from Valley Communication on 2/20
- Installation of AV systems scheduled for 3/25-3/26/19
- Fabric backdrop
- Idemia delivered to Creative Office Pavilion (furniture vendor) backdrop fabric on 2/28
- ACF SOW
- ACF to deliver wall bracket for QFlow TV by 3/8 so General Contractor can install.

#### [Taunton RMV Service Center Move](#)

- No official move date - Approximate June/July 2019
- Demolition permit has been pulled (Planet Fitness)
- Lease was signed
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per RMV Registrar

#### [Roslindale RMV Service Center](#)

- Very early in process
- Targeting Q1 2020 CY opening

###

#### Miscellaneous

- ACF/Q-Flow - Pulseway deployment statewide on 2/27-2/28 - successfully completed
- VLS (SAVE) Production Scheduled Maintenance, Tuesday, March 5, 2019, Estimated Duration: 10:00 PM ET until Wednesday, March 6, 2019 4:00 AM ET. Only Foreign Visa/Passport data will not be available to SAVE/VLS during this time. All other VIS functions will be available. RMV Communications (Nancy Cox) has crafted and scheduled a Web alert
- NEXT weekend the Mainframe will be going down for a Scheduled Mainframe Outage - Sunday, March 10th at 3:30 AM Clock Time scheduled to 05:45 AM. EOTSS will be setting the Mainframe clock forward one (1) hour for Daylight Savings Time (or "DST")

When: Sunday, March 10th from (2:30 AM Mainframe Time) 03:30 AM to 05:45 AM

Why: 1 Regular Monthly Charge-back IPL - RSYS and 2 Scheduled Mainframe annual Daylight Savings Time (DST) Change

Internal Impact: All access to mainframe will be effected/unavailable

RMV Customer Impact: No RMV internet (Registration & Title) transactions, no IVR transactions and no mainframe access during this time window

- ALARS Freeze Board (AFB) Candidate: 2014: Changes to No Policy Report (Approval: Y/N)

4/12/2019 9:14:28 AM

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, February 22, 2019 9:12 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)

**Subject:** RE: Registrar/IT Weekly Check in

Good Morning Registrar, Dave,

Here are today's updates for consideration during this morning's scheduled 10 AM call

**QHQ 1st Floor Atlas Business Testing/Training**

- 26 New PCs are being proposed for third floor desks that will be vacated Targeting March 1 completion
- New Ricoh color copier will be installed in space IT Service Desk working with Ricoh to procure
- Interim color printer and black and white copier were installed 2/14

**AAA Leominster Move**

- Move Date – Re-scheduled March 6, 2019
- Comcast RMV data installation completed 2/14

**Watertown RMV Service Center Move**

- No official move date Approximate April 2019
- Comcast fiber installation
- Plans were approved by mall management 2/20
- Interior installation of cabling could start as early as 2/22
- Exterior installation process started including DigSafe notification
- Dependent on weather but no expected issues completing before 4/1/19
- AV Installation to support QFlow
- TV monitor brackets delivered 2/15
- Learned on 2/20/19 that installation of speaker wire not included in General Contractor contract
- This differs from last two Service Center buildout
- Requested additional PO to cover speaker wire installation from Valley Communication on 2/20
- Tentative installation of AV systems scheduled for 3/26/19
- Fabric backdrop
- Creative Office Pavilion (furniture vendor) needs roll of backdrop fabric by 3/1
- Confirmed with Idemia They will have in Billerica well before that date
- ACF SOW
- Submitted IT Request for SOW 2/19

**Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Lease was signed
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per RMV Registrar

**Rosindale RMV Service Center**

- Very early in process
- Targeting Q1 2020 CY opening

###

**Miscellaneous**

- REMINDER: RMV - Database Maintenance for Production CV11 – Monday, February 25th - 2019 - 03:00 AM – 04:00 AM - no additional down time – MassDOT IT, Change Request CHG0036856  
Received an NCOA (National Change of Address) file from ATLAS to be imported into ALARS The file contains 3,587,386 records  
In order process 3.5+ million records into ALARS the ADDR (Address) area of the database needs to be expanded to hold this additional data This process is expected to take 40 minutes
- MassDOT IT, Operations/Server Team, RMV (ATLAS) Ongoing Windows Patching: 2/24/2019, 02:00 AM - 08:00 AM - We expect NO prolonged interruption of service; however, brief disruptions may occur

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, February 15, 2019 8:48 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Morning Registrar,

Here are today's updates for consideration during this morning's scheduled 10 AM call

Appearing at the bottom are a few MassDOT IT, ALARS Freeze Board (or "AFB") items for which I would ask your consent to move forward and some miscellaneous points of interest...

Thank you Registrar,  
Mark

**Back Office/Facial Rec Production Issues**

- Root Cause Analysis Meeting was held on 2/14/2019
- Discussion/Findings/Calls to Action

**QHQ 1st Floor Atlas Business Testing/Training**

- Systems and employee moves from Third floor to 1st floor completed 2/14
- 26 New PCs are being proposed for third floor desks that will be vacated Targeting March 1 completion
- New Ricoh color copier will be installed in space IT Service Desk working with Ricoh to procure
- Interim color printer and black and white copier were installed 2/14

**AAA Leominster Move**

- Move Date – Re-scheduled March 6, 2019
- Changed from Feb 22 to avoid school vacation week and AAA travel event week of 2/25
- Comcast completed RMV data installation 2/14

**Watertown RMV Service Center Move**

- No official move date Approximate April 2019
- Comcast fiber installation
- Awaiting for ETA on delivery of detailed installation plans Process is underway
- Plans will need to be approved by mall management before they can start installation
- This continues to require close monitoring to ensure completion before scheduled opening
- General Contractor needs monitor brackets for QFlow/MVN TVs by 2/15
- Valley to delivered 2/14
- Fabric backdrop
- Creative Office Pavilion (furniture vendor) needs roll of backdrop fabric by 3/1
- Confirmed with Idemia They will have in Billerica well before that date
- ACF SOW
- Still waiting for SOW from ACF
- Followed up again on 2/13 and escalated today 2/15

**Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Lease was signed
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per Registrar

###

(AFB)

- 1 ALARS Freeze Board (AFB) Candidate: 2017: Production Issue - Excise value calculation field is two (2) bytes short causing a truncation of Excise Tax Value
- 2 ALARS Freeze Board (AFB) Candidate: 2014: Changes to No Policy Report
- 3 ALARS Freeze Board (AFB) Candidate: 2018: Please disable the RMV's Policy Information Portal (PiP) public version only (DMZ-WB-BOS-P12/P13) - completely offline-

###

Miscellaneous

- RMV - Database Maintenance for Production CV11 – Monday, February 25th - 2019 - 03 00 AM – 04:00 AM - no additional down time – MassDOT IT, Change Request CHG0036856
- INCO200051 - ALARS CREDIT CARD TRANSACTION is not going through in the Application bottom left just shows 2 Parenthesis – (Enforcement Services)
- MAB Placard Printer Proof of Concept (PoC), Other
- Proof of Concept testing (Future State) - **with RMV Business/Tech coordinating a meeting for next week with MAB stakeholders, Lexmark representative, RRD representative and Tech**
- Desk and DL/ID assets move located in the 3rd floor of Haymarket, MAB Walk-In service room (Room 343) Tuesday, February 12th 8 AM-9 AM – **COMPLETED as scheduled-**
- INCO200481 - Medical Affairs workstation signature pad and camera is indicating not connected – (MAB) Walk-Walk-In (Rm 343)
- Instituting a self-service digital kiosk and/or registration center with application technology (i.e. QLESS servicing platform) similar to the EZ-PASS customer counter and RMV Service Centers – **With RMV Business/No Tech action at this time**
- TEMPORARILY Relocate Printer QHQ-3rd Floor-MAB-PLACARD (ATLAS – 3109 Jen Hoban's area) from QHQ to Haymarket MAB 4th Floor Location – **Permissions confirmed with Sye to relocate the printer, indefinite to permanent term, coordinating with General Services to physically move this floor standing printer – Work in Progress – (Current State)**
- A wall monitor in Corrine Steller's office that has the ability for a split screen dashboard - **Requires further discussion with Corrine, to be held within a week's time**
- Requisition two (2) privacy screens for the Room 343 DL/ID workstation monitors - **REQ0028889**

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, February 08, 2019 12:40 PM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Afternoon Registrar,  
 A quick follow-up to outstanding questions from this morning's call...

- There will be phones in adequate supply for the QHQ moves
- Greenfield QFlow connectivity issues are reported/confirmed resolved
- Haymarket QFlow tablet issue is also reported/confirmed resolved

Thank you Registrar  
 Best,  
 Mark

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, February 08, 2019 9:18 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Another Fantastic Friday morning to you... Here are the updates for consideration during this morning's scheduled 10 AM call...

**Back Office/Facial Rec Production Issues**

- Meeting has been scheduled with Idemia to discuss root cause (Wednesday, February 13, 2019)
- More detail to follow meeting

**MAB Placard Printer Proof of Concept (PoC), Other**

- MassDOT IT is working multiple MAB priorities including Placard Printer PoC – Details within attachment
  - Desk and DL/ID assets move located in the 3rd floor of Haymarket, MAB Walk-In service room (Room 343) Tuesday, February 12th 8 AM-9 AM
  - Instituting a self-service digital kiosk and/or registration center with application technology (i.e. QLESS servicing platform) similar to the EZ-PASS customer counter and RMV Service Centers (please see attachment)
  - TEMPORARILY Relocate Printer QHQ-3rd Floor-MAB-PLACARD (ATLAS – 3109 Jen Hobans area) from QHQ to Haymarket MAB 4th Floor Location
  - A wall monitor in my office (C S ) that has the ability for a split screen dashboard
- << Message: Re: MAB Facility Upgrade Request and Customer Servicing Project >>

**Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)**

- Will coordinate delivery post successful completion of Placard Printers

**AAA Leominster Move**

- Move Date – Feb 22, 2018 \*NEW\*
- Comcast had minor site issues and new plan was needed Required coordination with landlord Awaiting revised install schedule
- Monitoring closely with AAA for impact to move date

**QHQ 1st Floor Atlas Business Testing/Training**

- Furniture and cabling completed
- Systems and employee moves expected to be completed 2/15
- John Primerano and Dawn Ball coordinating schedule
- 26 New PCs are being proposed for third floor desks that will be vacated Targeting March 1 completion
- New Ricoh color copier will be installed in space Dawn Ball working with Ricoh to procure
- May need to use interim device if copier not delivered in time

**Watertown RMV Service Center Move**

- No official move date Approximate April 2019
- Construction work resumed
- Comcast fiber installation
- Mall management is requiring more detailed installation plans than have been provided to date
- Waiting for plan and approach to provide from Comcast management
- This continues to require close monitoring to ensure completion before scheduled opening
- General Contractor needs monitor brackets for QFlow/MVN TVs by 2/15
- Waiting for delivery confirmation

**Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Risks High complexity, moderate to high exposure to risk
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per Registrar

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, February 01, 2019 9:08 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Friday Morning to you both...  
<< OLE Object: Picture (Device Independent Bitmap) >>

**Back Office/Facial Rec Production Issues**

- Ongoing, progress being made

**Procure Lexmark Placard Printer for Medical Affairs Bureau (MAB)**

- Proof of Concept testing is being conducted at QHQ there has been some team hands-on, and we're looking at engaging representatives of both RRD and Lexmark (vendor/reseller) to ensure testing is optimized (for proposed volume and quality) and more closely resembles likely real use

**Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)**

- Will coordinate delivery post successful completion of Placard Printers

**AAA Leominster Move**

- Move Date – Changed to Feb 15, 2018
- Comcast had minor site issues and new planned is needed Awaiting revised install schedule

**QHQ 1st Floor Atlas Business Testing/Training**

- Walkthrough with RMV Business 1/30
- Finalized move locations
- Run book ("plan") created and distributed
- Inno4 cabling work started this week
- Furniture will be installed on Feb 1
- Systems and employee moves expected to be completed 2/15
- Finalizing employee moves and BOM with John Primerano and Dawn Ball
- 26 New PCs are being proposed for third floor desks that will be vacated Targeting March 1 completion
- New Ricoh color copier will be installed in space Dawn Ball working with Ricoh to procure
- May need to use interim device if copier not delivered in time

**Watertown RMV Service Center Move**

- No official move date Approximate April 2019

- Risks High complexity, moderate to high exposure to risk
- Construction work stoppage due to licensing issue with General Contractor
- Expected to be resolved in a few days
- Planned interior rough fiber cabling by Comcast within existing RMV was cancelled last minute as a result
- Mall management instructed Comcast to vacate premise
- Comcast fiber installation
- After work resumes, a meeting is needed with Comcast, Aric Warren, Bill Norrish and mall management to discuss new plan and obtain approval
- Work will require trenching from mall to service center to replace existing Comcast aerial connections
- Per Comcast, about 2 days of work Dependent on weather Dig Safe process was initiated
- Comcast believes there are no issues meeting March 15 date to complete
- General Contractor needs monitor brackets for QFlow/MVN TVs by 2/15
- Once PO is issued, Valley can order brackets They expect to easily meet 2/15 date

#### Taunton RMV Service Center Move

- No official move date Approximate June/July 2019
- Risks High complexity, moderate to high exposure to risk
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per RMV Registrar

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**From:** Bedard, David (DOT)  
**Sent:** Friday, January 25, 2019 8:37 AM  
**To:** Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good morning Weekly update below I asked Mark to join us this week as he did a lot of research on Leominster

#### Back Office/Facial Rec Production Issues

- **Enforcement Services, Facial Recognition team is in the process of reviewing the Idemia findings**

#### Workstation Issues at Leominster Service Center

- A review of reported Incidents at the RMV Leominster Service Center was initiated with Service Delivery (from November 1, 2018 – January 22, 2019) With particular focus on the following stations (5, 6, 12, 10 and 11) – but **all** counters reported incidents were reviewed
- The question was posed to the Service Delivery team regarding the integrity of the workstations in that Service Center, are they more prone to problems than usual, or more so than any other Service Center? –No-
- Of a total reported Incidents of 56, (including “N/A”) the breakdown is
- People: 25 – Training type issues: With resolutions like: “Rebooted the PC, Signature Pad and Camera,” (most frequent) or “Loose or Unplugged Power Cord”
- Process: 5 – Password Had Expired, CIRV screen not working as expected, as there were no orphan records to process
- Technology: 23 – Technology issues: Legitimate tech problems with resolutions like: “Software Update Applied,” or “Replaced vision tester” or “Workstation reimaged (q=2)” or “Vendor Resolved”
- In summary, the team feels that if the District Managers, Service Center Managers and staff could be reminded of, and continue to reinforce the importance of, and the need to allow ample time when logging in to allow ALL the software components to fully load (Operating System, Idemia software, Credit Card Processing Software, ATLAS software) and the peripherals (ALL the peripherals) The sentiment is, that as long as it sometimes seems to take to wait while logging in to a workstation (and logging off when done) – the time is well spent, as opposed to rushing the load process, having items not load properly, then having to go through a complete troubleshooting regime to isolate the source of a potential problem or place a call to Business Support and/or the Service Desk Also, Service Center personnel, when logging out should be leaving the machines powered “On” so patches may be installed properly and, if/as needed, the machines may be remoted into by appropriate MassDOT IT personnel

#### Procure Lexmark Placard Printer for Medical Affairs Bureau (MAB)

- Lexmark CS820de color printer device (1) successfully installed for ATLAS and MAB Placard Proof of Concept (or “PoC”) testing on 1/18/2019 Testing is in progress and initial sentiment appears to be good

#### AAA Leominster Move

- Move Date – As of 1/24/2019 **NEW DATE: Changed to Friday, February 15, 2018**
- Risks Low No known issues preventing move from MassDOT IT perspective
- Comcast has provided install schedule and installation completion is planned for Monday, January 28

#### QHQ 1st Floor Atlas Business Testing/Training

- Risk Moderate complexity Low/moderate exposure to risk Business drop-dead ready date mid-March provides 1 month schedule contingency
- Significant data cabling work required by Inno4 to bring data/voice capacity to 1st floor from 3rd floor
- Inno4 won re-post of bid IT Request submitted
- Work is being scheduled for week of 1/28 Requires IT Network staff to volunteer for 2 nights after hours
- Furniture will be installed on Feb 1
- Systems and employee moves expected to be completed 2/15
- Finalizing employee moves and BOM with John Primerano and Dawn Ball
- 26 New PCs are being proposed for third floor desks that will be vacated Targeting March 1 completion

#### Watertown RMV Service Center Move

- No official move date Approximate April 2019
- Risks High complexity, moderate to high exposure to risk
- Comcast submitted plans to mall management
  - It was agreed to route through the mall from existing mall telecommunication room but mall management is requiring Comcast to trench the short distance from the back of mall to utility pole on street
  - Comcast will start interior work within next 2 weeks
  - Comcast initiated Dig Safe process for trenching Weather will dictate installation schedule
- Comcast will need access in existing RMV to install fiber for new service center



- Tentatively scheduled for next Tuesday, 1/29/19 from 5 to 7:30 PM It will require RMV staff to keep service center open Waiting for confirmation from Comcast before requesting RMV support
  - Comcast does not believe there will be any issue meeting March 15 deadline
- General Contractor needs monitor brackets for QFlow/MVN TVs by 2/15
  - Valley communication provided SOW and it was submitted for PO
  - Once PO is issued, Valley can order brackets They expect to easily meet 2/15 date
    - Scoping call held with ACF They will be submitting SOW for moving QFlow equipment

#### **Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Risks High complexity, moderate to high exposure to risk

#### **Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)**

- Will coordinate delivery post successful completion of Placard Printers

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**From:** Bedard, David (DOT)  
**Sent:** Friday, January 18, 2019 8:59 AM  
**To:** Deveney, Erin (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good morning This week s updates below Attached is findings to date on Back Office/Facial rec << File: 01 17 19 Issuance 360 FR Priority of Fixes IDEMIA Status\_IDEMIA\_Update docx >>

#### **Back Office/Facial Rec Production Issues**

- Discussed findings to date with Idemia management 1/17/18
- All 7 "high" priority issues reviewed
- 2 Idemia researching with Atlas/FAST
- 2 Idemia continuing to research internally
- 2 Idemia is requesting researching in conjunction with RMV team
- 1 Idemia believes system is functioning as design (FAD) but can make configure changes to meet RMV needs
- Idemia sent findings 1/17 to Sara to provide clarifications and/or coordinate on-site review with team

#### **Workstation Issues at Leominster Service Center**

- Mark Newton assigned to coordinate resolution (1/17/18)

#### **Procure Lexmark Placard Printer for Medical Affairs Bureau (MAB)**

- Lexmark CS820de color printer device (1) is installed and the network team provided an IP address for the proper VLAN membership and retested as of 7:45 AM this morning (1/18/2019)
- DL/ID equipment had to be moved/coordinated (successfully with both ATLAS and Idemia) to open up Location for the new printer in proximity to Jen Hoban s cube (3109) next to existing floor standing form factor Dell printer
- Placard media materials are on-site and ready for the proof of concept testing as soon as IP address is implemented
- Low risk

#### **North Adams RMV – Additional DL/ID**

- Completed successfully 1/17/19

#### **AAA Leominster Move**

- Move Date – Changed to Feb 1, 2018
- Risks Moderate Comcast fiber may not be installed by move date and would impact availability of RMV Services
- Awaiting installation schedule from Comcast
- Risk can be mitigated by using interim 4G wireless router to provide connectivity for RMV Services if fiber not ready
- No guarantee of performance May not be adequate for RMV Services

#### **QHQ 1st Floor Atlas Business Testing/Training**

- Work underway Completion Feb 15, 2018
- Risk Moderate complexity Low/moderate exposure to risk Business drop-dead ready date mid-March provides 1 month schedule contingency
- Significant data cabling work required by Inno4 to bring data/voice capacity to 1st floor from 3rd floor
- Received SOW from INNO4 for additional cabling for Atlas business training Cost went from \$10, 852 to \$22,082
- Cost increase due to additional 30 network drops for additional furniture for Atlas business training
- Due to increase in value, work was re-posted for bid in Commbuys Bids due to 1/18
- Even with reposting, it is expected that timeline can be met
- Furniture will be installed on Feb 1
- Systems and employee moves expected to be completed 2/15

#### **Watertown RMV Service Center Move**

- No official move date Approximate /April 2019
- Risks High complexity, moderate to high exposure to risk
- Comcast fiber will require routing from mall electrical room to new service center via plastic inter duct in non-RMV tenant ceilings
- Comcast will require approval by Mall management and landlord
- Alternative would require trenching from utility line on street behind new Service Center location This would inquire significant expense and may be difficult to perform during winter season
- Received sketch of proposed work but waiting for Comcast to answer technical questions before submitting to mall management
- Onsite meeting held on 1/16 to review server room and data/telecom requirements
- Server room will be completed within 2 weeks
- General Contractor needs monitor brackets for QFlow/MVN TVs by 2/15
- Valley communication to submit quote for PO 1/18 to supply equipment and installation services

#### Taunton RMV Service Center Move

- No official move date Approximate June/July 2019
- Risks High complexity, moderate to high exposure to risk

#### Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)

- Will coordinate delivery post successful completion of Placard Printers

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**From:** Bedard, David (DOT)  
**Sent:** Friday, January 11, 2019 8:56 AM  
**To:** Deveney, Erin (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Happy Friday Updates for this week below The one thing we need to decide on is if the scanners for suspension are warranted Thanks

#### North Adams RMV – Additional DL/ID

- Install Date – Jan 16, 2018
- Risks No known Low complexity, low exposure to risk

#### AAA Leominster Move

- Move Date – Changed to Feb 1, 2018
- Risks Moderate Comcast fiber may not be installed by move date and would impact availability of RMV Services
- With move delayed 2 weeks, Comcast is more likely to meet move date
- Signed Right of Entry from landlord received Awaiting installation schedule from Comcast
- Risk can be mitigated by using interim 4G wireless router to provide connectivity for RMV Services if fiber not ready
- No guarantee of performance May not be adequate for RMV Services

#### QHQ 1st Floor Atlas Business Testing/Training

- Work underway Completion Feb 15, 2018
- Risk Moderate complexity Low/moderate exposure to risk Business drop-dead ready date mid-March provides 1 month schedule contingency
- Significant data cabling work required by Inno4 to bring data/voice capacity to 1st floor from 3rd floor
- Waiting for update SOW from INNO4 for additional cabling for Atlas business training
- Furniture and data installation to be completed Feb 5
- Systems and employee moves expected to be completed 2/15

#### Watertown RMV Service Center Move

- No official move date Approximate March/April 2019
- Risks High complexity, moderate to high exposure to risk
- Comcast fiber will require routing from mall electrical room to new service center via plastic inter duct in non-RMV tenant ceilings
- Comcast will require approval by Mall management and landlord
- Alternative would require trenching from utility line on street behind new Service Center location This would incur significant expense and may be difficult to perform during winter season
- Onsite meeting planned for 1/15 to review server room requirements with Contractor
- Idemia SOW received 1/9

#### Taunton RMV Service Center Move

- No official move date Approximate June/July 2019 Lease is being negotiated
- Risks High complexity, moderate to high exposure to risk

#### Procure Lexmark Placard Printer for Medical Affairs Bureau (MAB)

- Lexmark CS820de color printer device (1) was received on 1/4/19 (on schedule) and is on site in QHQ awaiting a rapid feasibility study by MassDOT IT, Service Delivery to confirm or configure for data drop, confirm power, assign IP (MassDOT IT, Network), etc
- Location is determined and confirmed in proximity to Jen Hoban's cube (3109) next to existing floor standing form factor Dell printer
- Install date will be fast tracked but actual install date is pending the completion of the feasibility study
- Placard media materials are being moved to QHQ for the proof of concept testing
- Low risk

#### Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)

- Tech is awaiting disposition by the business regarding next steps
- Estimate is three (3) to four (4) weeks for delivery of the devices from receipt of PO by Idemia
- Low risk

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**From:** Bedard, David (DOT)  
**Sent:** Monday, January 07, 2019 9:25 AM  
**To:** Deveney, Erin (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Here's the latest, we can discuss on Friday but please let me know if you have any immediate questions or concerns Thanks!

#### North Adams RMV – Additional DL/ID

- Install Date – Jan 16, 2018 (moved due to General Services work schedule)
- Risks No known Low complexity, low exposure to risk

#### **AAA Leominster Move**

- Move Date – Jan 18, 2018
- Risks Comcast fiber may not be installed by move date and would impact availability of RMV Services
- Signed Right of Entry from landlord to allow Comcast to perform work is still outstanding
- Risk can be mitigated by using interim 4G wireless router to provide connectivity for RMV Services
- No guarantee of performance May not be adequate for RMV Services

#### **QHQ 1st Floor Atlas Business Testing/Training**

- Work underway Completion expected mid-February
- Risk Moderate complexity Low/moderate exposure to risk Business drop-dead ready date mid-March provides 1 month schedule contingency
- Significant data cabling work required by Inno4 to bring data/voice capacity to 1st floor from 3rd floor

#### **Watertown RMV Service Center Move**

- No official move date Approximate March/April 2019
- Risks High complexity, moderate to high exposure to risk
- Comcast fiber will require routing from mall electrical room to new service center via plastic inter duct in non-RMV tenant ceilings
- Comcast will require approval by Mall management and landlord
- Alternative would require trenching from utility line on street behind new Service Center location This would incur significant expense and may be difficult to perform during winter season

#### **Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019 Lease is being negotiated
- Risks High complexity, moderate to high exposure to risk

**\*\*Mark Newton is leading point on the Printer and Scanner front, below is what he sent me but I need to follow up with him in greater detail Thought I'd pass it along and we can discuss at our meeting this week \*\***

#### **Procure Lexmark Placard Printer for Medical Affairs Bureau (MAB)**

- Device (1) was scheduled to ship this week (confirming shipment with vendor/awaiting return communication)
- Install date may be scheduled as soon as possible after receipt
- Install the device, begin the proof of concept printing at the (MAB) business level
- Additional printers are readily available (30+ available in the channel) Lexmark indicates these models will be available for the next 3-6 months (or longer)
- Low risk profile

#### **Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)**

- In possession of quote from Idemia
- In shortest possible detail, the scanners are requested to address, modernize and secure the Bureau of Probation (or "BOP") list process and address the backlog Can also be easily used to address the Not the Same Person process, which currently suffers the same peril as the BOP list This may take some behind the scenes involvement on the IT side, as well as some cooperation with DCU
- Increase customer satisfaction, provide improved access to sensitive and timely documentation and increase the security of sensitive documents
- Reduce paper storage, reduce the need for the manual retrieval of documentation, reduce customer wait time and reduce customer return visits

**What follows, in significantly greater detail, is presented from Sherri L. Hannan, Program Coordinator III / Supervisor, CAB / Suspensions Contact Center, MassDOT/RMV**

**Ideally, each hearings officer and suspension clerk will have a scanner hardware, the DCU Datacap Navigator software, and the DCU Content Navigator software on his or her workstation. Each piece is required for the cycle to be successful.**

#### **Current Process:**

Currently, suspension clerks review a record as a driver calls in, and make the determination whether a driver needs to be added to the BOP list The clerk will inform the driver what documents are needed from the driver, and provide a fax number or address for receipt of the needed documents Once all documents are received, the typical waiting period is (14) business days for hearings officer review (though the backlog is currently several months) The clerk then collects all docs related to that particular driver, and adds the driver to the BOP list, which is currently a handwritten document in a series three-ring binder, containing personal information, a series of record checks, and all the documents supplied by the driver These include court records, driving records, photo id s and other sensitive information These binders are difficult to secure, through it is procedural to keep them locked up outside of typical business hours

A hearings officer will work the BOP list from the earliest date, pull the documents from the driver on the list, work the record, perform the record checks, hold the hearing, and file her batch work Though hearings officers in the branch are required to scan their batch work into Datacap Navigator, and file a physical copy, making available instantly to all of DCU, contact center hearings officers merely file their paper batch work to the DCU library, and have no further access to it This is an impediment to senior hearings officers for auditing purposes, continuing hearings on the same accounts, and general quality control and customer service matters

It should be noted that due to the current backlog, when a driver is calling after the (14) business days, the record has rarely been worked What happens is the suspension clerk puts the driver on hold, pulls the papers out of the BOP list binder, walks over to a hearings officer, hands the documents to the hearings officer, and waits next to the hearings officer while the hearings officer works the record, per the above This can take five minutes, or (25) minutes Sometimes longer

It s a process that snowballs the current backlog issue, puts us at risk of having personal information out and unsecured, keeps drivers on hold for exceptional periods of time, causes tension between hearings officers and suspension clerks, and keeps us all from performing our duties in real time

#### **Future State:**

My vision: Suspension clerk takes in a call from a driver The clerk sees that the driver needs to be placed on the BOP list The clerk advises the driver on what documents are needed in order to be placed on the list The driver sends in the docs via fax, etc The clerk takes in the docs, opens Datacap

Navigator, selects the desired scan type) Suspension BOP Scan), accurately enters all information, and advises the driver of the (14) business day wait period

A hearings officer actively works the BOP list by date, and searches Content Navigator by date. She will pull and print the relevant documents, work the record, hold the hearing, contact the driver with the decision, note the file appropriately, scan her batch work into Content Navigator, and send her physical batch work to the DCU library

Regarding the backlog:

A temp would be extremely helpful in scanning in the current BOP list into Datacap Navigator. There is no CORI material in the BOP list, so it is acceptable for a temp to assist. This would enable a hearings officer to access the BOP list from any workstation at any time. But we need the physical scanner, and the two software programs and logins to make this work first

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**From:** Deveney, Erin (DOT)  
**Sent:** Thursday, January 03, 2019 1:01 PM  
**To:** Bedard, David (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Written is fine-feel free to use that time for something more productive. Thanks

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**From:** Bedard, David (DOT)  
**Sent:** Thursday, January 3, 2019 12:59 PM  
**To:** Deveney, Erin (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Hello – I don't have any material updates for this week. Please let me know if you still want to talk or I can send out a written update. Thank you, Dave

-----Original Appointment-----  
**From:** Deveney, Erin (DOT)  
**Sent:** Wednesday, December 12, 2018 4:38 PM  
**To:** Deveney, Erin (DOT); Bedard, David (DOT)  
**Subject:** Registrar/IT Weekly Check in  
**When:** Friday, January 04, 2019 10:00 AM-10:30 AM (UTC-05:00) Eastern Time (US & Canada).  
**Where:** 10PP Suite 6620 or 888-390-2590 Code 5160085

**From:** [Ariely, Michael \(DOT\)](#)  
**To:** [Innes, Kevin \(DOT\)](#)  
**Cc:** [Lavoie, Sara \(DOT\)](#)  
**Subject:** RE: two records with two different names  
**Date:** Friday, May 31, 2019 12:12:00 PM

---

Kevin,

Please respond to Tania Furtado and ask her for additional information on why she believes this is the same person. Once you have done so, and she responds, please forward the information to me.

Thank you,

Mike

---

**From:** Innes, Kevin (DOT)  
**Sent:** Friday, May 31, 2019 10:24 AM  
**To:** Ariely, Michael (DOT)  
**Cc:** Innes, Kevin (DOT); Lavoie, Sara (DOT)  
**Subject:** RE: two records with two different names

**Michael,**  
**I do not need to see him as this is not a Enforcement Services Case. Someone needs to determine if this may become a case. That would be Facial Recognition or You as the Supervisor of the Unit. Those are the details I know.**  
**Sincerely,**  
**Kevin**

---

**From:** Ariely, Michael (DOT)  
**Sent:** Friday, May 31, 2019 9:53 AM  
**To:** Innes, Kevin (DOT)  
**Subject:** RE: two records with two different names

Kevin,

What do you mean by "sent to me in error."

Please explain in detail.

-Mike

---

**From:** Innes, Kevin (DOT)  
**Sent:** Friday, May 31, 2019 9:21 AM  
**To:** Ariely, Michael (DOT)  
**Subject:** FW: two records with two different names

## Sent to me in error.

---

**From:** Furtado, Tania (DOT)  
**Sent:** Thursday, May 16, 2019 11:59 AM  
**To:** Innes, Kevin (DOT)  
**Subject:** two records with two different names

Hi Kevin-

I have a customer here who has two records in our system. One record is [REDACTED] [REDACTED] he is currently suspended under this record. His true name is [REDACTED] and the record number is S [REDACTED], he is not suspended under this record. There are no CFL suspensions on either record. Will you need to see him, please advise?

Thank you,  
Tania

**From:** [Boyle, Christopher \(DOT\)](#)  
**To:** [REDACTED]  
[REDACTED] [\(POL\)](#)  
**Subject:** Weekly Stats 6/1/19  
**Date:** Friday, May 31, 2019 12:09:00 PM  
**Attachments:** [image001.png](#)

---

Major,

Weekly FIU stats for week ending 06-01-19:

[REDACTED]

Due to a RMV employee taking an unexpected leave of absence, members of the FIU have had to step in to assist with the daily operations of the Facial Recognition program.

Facial Recognition stats:

Automated Matches: 4166  
Data Errors: 25  
Criminal Cases: 10  
Agency Assists: 0

Respectfully,

Chris

Sergeant Christopher Boyle  
Massachusetts State Police  
Division of Homeland Security and Preparedness  
Fraud Identification Unit  
10 Park Plaza, 2<sup>nd</sup> Floor  
Boston, MA 02116  
[christopher.boyle@state.ma.us](mailto:christopher.boyle@state.ma.us)  
cell: 781-738-7286



**From:** [Commonwealth Fusion Center \(POL\)](#)  
**To:** [REDACTED]  
**Subject:** FW: Facial Recognition  
**Date:** Friday, May 31, 2019 11:53:33 AM  
**Attachments:** [image1.png](#)  
[REDACTED] - Possible Fraudulent Identification Form.pdf  
[REDACTED] - R1.pdf  
[REDACTED] - R1.pdf  
[REDACTED] - R1.pdf  
[REDACTED], Luis Angel - R1.pdf  
[REDACTED] - CLEAR.pdf  
[REDACTED] - CLEAR.pdf  
[REDACTED] - OH.pdf  
[REDACTED] - OR.pdf  
[REDACTED] - CLEAR.pdf  
[REDACTED] - OH.pdf  
[REDACTED] - OR.pdf

---

Good Morning,

[REDACTED]

Attached is the fraud id form with the supporting documentation.

Respectfully,

[REDACTED]

[REDACTED]

-----Original Message-----  
**From:** [REDACTED]@usdoj.gov  
**Sent:** Thursday, May 30, 2019 2:36 PM  
**To:** [REDACTED] (Boston) [REDACTED]@usdoj.gov  
**Cc:** Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>  
**Subject:** Re: Facial Recognition

Hi Shannon,

[REDACTED]

[image1.png]

Sent from my iPhone

On May 30, 2019, at 2:26 PM, [REDACTED] (Boston)  
[REDACTED]@dea.usdoj.gov <mailto:[REDACTED]@dea.usdoj.gov>> wrote:



Ok great I had sent it to [REDACTED] TY

-----Original Message-----

From: Fusion (POL) <fusion@state.ma.us<<mailto:fusion@state.ma.us>>>

Sent: Thursday, May 30, 2019 2:22 PM

To: [REDACTED]@dea.usdoj.gov<[mailto:\[REDACTED\]@dea.usdoj.gov](mailto:[REDACTED]@dea.usdoj.gov)>>

Cc: [REDACTED] (Boston) [REDACTED]@dea.usdoj.gov<[mailto:\[REDACTED\]@dea.usdoj.gov](mailto:[REDACTED]@dea.usdoj.gov)>>

Subject: RE: Facial Recognition

Good Afternoon,

[REDACTED]

Respectfully,

[REDACTED]

[REDACTED]

-----Original Message-----

From: [REDACTED]@usdoj.gov<[mailto:\[REDACTED\]@usdoj.gov](mailto:[REDACTED]@usdoj.gov)>>

Sent: Thursday, May 30, 2019 2:18 PM

To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US<<mailto:fusion@pol.State.MA.US>>>

Cc: [REDACTED]

Subject: Facial Recognition

Good afternoon,

Could you please try facial recognition on the male below in the photographs? Case is [REDACTED].

[REDACTED]

[image1.jpeg]

[image2.jpeg]

Sent from my iPhone

**From:** Boyle Christopher (DOT)  
**To:** [REDACTED]  
**Subject:** FW: Facial Rec  
**Date:** Friday, May 31, 2019 10:36:00 AM  
**Attachments:** [REDACTED].pdf

---

Danny,

Please look into the 2 issues below please.

Thanks,

Chris

---

**From:** Ariely, Michael (DOT)  
**Sent:** Thursday, May 30, 2019 3:38 PM  
**To:** Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>  
**Subject:** FW: Facial Rec  
**Importance:** High

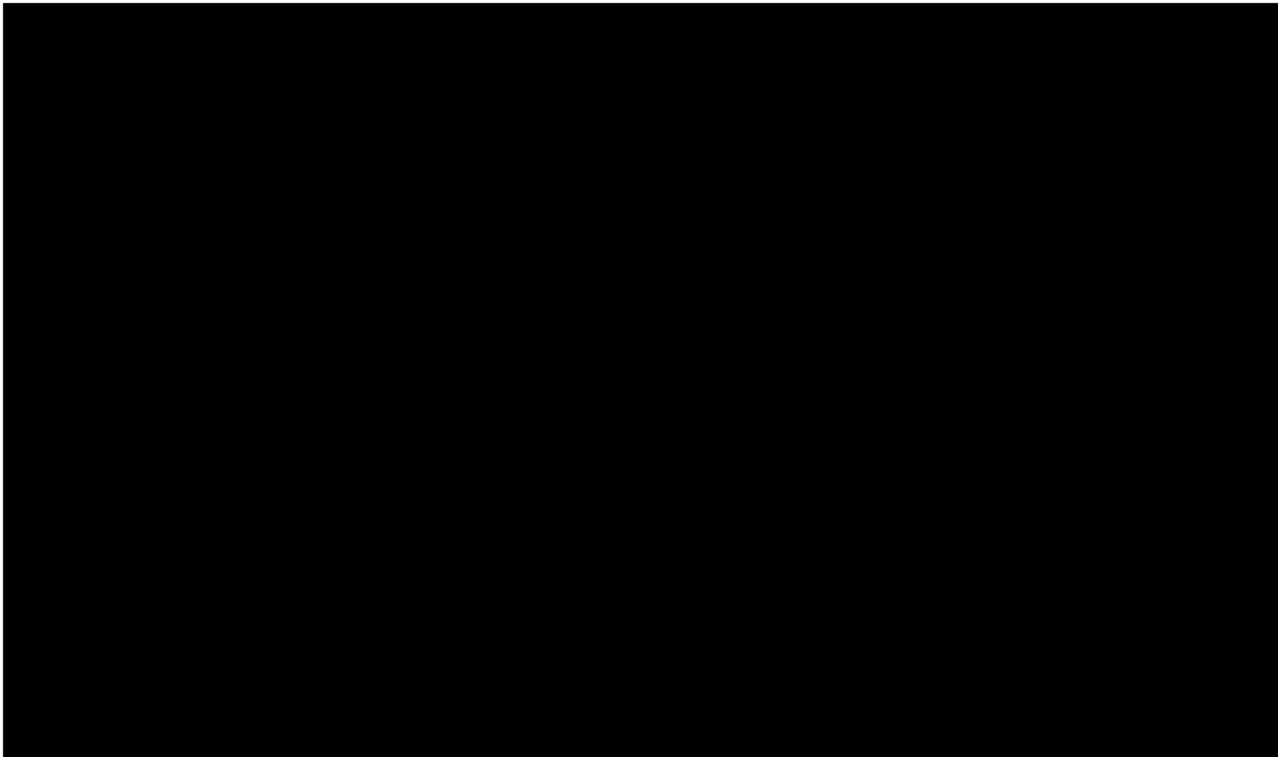
SGT Boyle,

On request from Boston PD (see attached file), I looked into the record of S [REDACTED] to see if he went by any other names. [REDACTED]

[REDACTED]  
[REDACTED] I am requesting that MSP review the file and recommend CFL-I suspension of the driver, as well as to reqach out to Officer [REDACTED] at Boston PD to perhaps answer any questions they may have in relation to this.

[REDACTED]  
[REDACTED]  
Thank you,

[REDACTED]



**From:** [REDACTED]@pd.boston.gov]  
**Sent:** Thursday, May 30, 2019 3:06 PM  
**To:** Ariely, Michael (DOT)  
**Subject:** Facial Rec

Mike, how is it going .

[REDACTED]

[REDACTED]

[REDACTED]

**From:** [Innes, Kevin \(DOT\)](#)  
**To:** [Ariely, Michael \(DOT\)](#)  
**Cc:** [Innes, Kevin \(DOT\)](#); [Lavoie, Sara \(DOT\)](#)  
**Subject:** RE: two records with two different names  
**Date:** Friday, May 31, 2019 10:23:38 AM

---

Michael,

I do not need to see him as this is not a Enforcement Services Case. Someone needs to determine if this may become a case. That would be Facial Recognition or You as the Supervisor of the Unit.

Those are the details I know.

Sincerely,  
Kevin

---

**From:** Ariely, Michael (DOT)  
**Sent:** Friday, May 31, 2019 9:53 AM  
**To:** Innes, Kevin (DOT)  
**Subject:** RE: two records with two different names

Kevin,

What do you mean by "sent to me in error."

Please explain in detail.

-Mike

---

**From:** Innes, Kevin (DOT)  
**Sent:** Friday, May 31, 2019 9:21 AM  
**To:** Ariely, Michael (DOT)  
**Subject:** FW: two records with two different names

Sent to me in error.

---

**From:** Furtado, Tania (DOT)  
**Sent:** Thursday, May 16, 2019 11:59 AM  
**To:** Innes, Kevin (DOT)  
**Subject:** two records with two different names

Hi Kevin-

[REDACTED]

Thank you,

Tania

**From:** [Caron, Beth \(DOT\)](#)  
**To:** [Dwyer, Brie-Anne \(DOT\)](#)  
**Subject:** FW: Coaching opportunity for frequent duplicate record creators  
**Date:** Friday, May 31, 2019 9:40:39 AM  
**Attachments:** [DuplicateCoachingOpportunity.xlsx](#)  
[Avoiding Duplicate Customer Records.pdf](#)

---

-----Original Message-----

**From:** Lavoie, Sara (DOT)  
**Sent:** Thursday, April 25, 2019 4:09 PM  
**To:** Canaan, Kenneth (DOT); Crispin, Susan (DOT); Evans, Steve (DOT); Falcon, Eric (DOT); McCollem, Steve (DOT); Michalik, Anne (DOT); Bowes, Tom (DOT); Williams, Christopher (DOT); Pedi, Karen (DOT); Costantino, Keith (DOT); Klosek, Kevin (DOT); Deveney, Erin (DOT); Robare, Robert (DOT)  
**Cc:** Collaro-Surrette, Cheryl (DOT); Caron, Beth (DOT)  
**Subject:** Coaching opportunity for frequent duplicate record creators

Dear Colleagues,

As you know, duplicate customer records pose a challenge from both an ATLAS system and a public safety perspective. While work in Quincy is ongoing to perform the requisite merges and keep customer violations and sanctions intact, a query was done that showed us the ATLAS users who have created duplicate records with same name and DOB since March 26, 2018. I am asking that you use the attached document to ensure that any of your team members identified on the list are using proper search techniques within ATLAS.

I have included only the users who have created 10 or more duplicate records since R1. For Service Center staff, I am attaching a recent training update. It is attached because we think some of the duplicates created in the field may be the result of a pre-staging. Reducing the number of duplicates will also help reduce the number of customers who are scrutinized each day in our facial recognition processing.

I recognize that I am not familiar with each business area represented on the attached list, and how those areas may end up generating duplicates, but I am happy to help locate any information to cease the problem at the source.

Thank you for your attention to this issue.

Sara

Sara Lavoie  
Director of Enforcement Services

From: [Newton, Mark \(DOT\)](#)  
 To: [Deveney, Erin \(DOT\)](#); [Bedard, David \(DOT\)](#)  
 Cc: [Newton, Mark \(DOT\)](#)  
 Subject: Registrar/IT Weekly Check in  
 Date: Friday, May 31, 2019 9:17:07 AM

Good Friday Morning Registrar, Dave,

This week's updates are light for consideration during our scheduled 10 AM call today

Regards and thanks,  
 Mark

**Watertown RMV Service Center Move**

- Official opening date: Monday, June 10, 2019 - moving will commence after COB Friday, June 7
- All systems "GO" from MassDOT IT, perspective

**Taunton RMV Service Center Move**

- Still no official move date - targeting July 1 opening
- If July 1 date cannot be met, the move would be delayed until January per RMV

**10 Park Plaza Electrical Maintenance**

- Electrical maintenance will be performed Saturday, June 15, 6 AM – 4 PM and Sunday, June 16, 6 AM – 4 PM
- No impact expected
- Contingency responses are being planned in case of unexpected incident

###

**Miscellaneous**

- TSS performing regular monthly Mainframe R/Sys LPAR maintenance, 06/02/2019, 03:30 AM – 05:00 AM (TSS: CHG0007526) usually completed within the ALARS daily maintenance window – to be monitored by MassDOT IT, RMV Production Support
- Maintenance –Generally-

Item	Description	Date/Timeframe	Service Impacting	Comments
1	EOTSS to perform non-disruptive maintenance on the Netapp storage environment. The maintenance is required to update the environment to support Atlas R2	1 Add new SSD storage capacity o May 3rd 6pm – 10pm <b>COMPLETE</b> 2 Merge SSD storage to create optimized aggregates o May 9th 6pm – 10pm <b>COMPLETE</b> 3 Configure 8200 SAS controllers o May 16th 6pm – 10pm <b>COMPLETE*</b> 4 Upgrade the Netapp Ontap operating system Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule o May 23rd 6pm – 10pm <b>Postponed TBD</b>	No downtime is expected	There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2. To complete these activities, EOTSS is proposing weekly storage maintenance windows <b>which started on April 25th</b> . The maintenance has been scheduled over multiple weeks to minimize risks to the ATLAS environment. All maintenance will be done "live" and will not require any downtime of the ATLAS environment.
2	Ongoing MassDOT IT, Network team moving PCI devices from the old switch stacks to the new PCI switch stacks on the 2 <sup>nd</sup> & 3 <sup>rd</sup> floor data closet and MDF room at Quincy Headquarters (CHG0037595)	<b>THIS Weekend</b> Nothing scheduled	No citizen downtime is expected – However: For anyone working on Saturday, during these hours, there will be minor interruptions to their PC as the Network team migrates them to the new PCI switch stack	Update: 5/30/2019: No additional work has taken place since 5/19/2019: ...Completed additional 28 PC moves on the 2 <sup>nd</sup> floor 5/2/2019: Completed 38 PC and 38 pin pad moves on 4/27 for the 3 <sup>rd</sup> Floor. Still have more on the 3 <sup>rd</sup> floor and many more on the 2 <sup>nd</sup> floor
3	Idemia Maintenance Window for Operating System Patching	1 UAT Patching, Friday, June 14 from 8 AM – 12 noon (or until finished) 2 Production Patching, Sunday, June 23 from 7 AM – until complete	NO prolonged interruption of service; however, brief disruptions may occur	Proposed UAT patching date has been reviewed by ATLAS and RMV Training and conditionally approved; Proposed Production date has been reviewed by ATLAS and will next be vetted by Enforcement Services

5/31/2019 9:13 AM

From: Newton, Mark (DOT)  
 Sent: Friday, May 24, 2019 9:40 AM  
 To: Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Bedard, David (DOT) <david.bedard@state.ma.us>  
 Cc: Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>  
 Subject: Registrar/IT Weekly Check in

Good Morning Registrar, Dave,

This week's updates for consideration during our scheduled 10 AM call today - Thank you

Best,  
 Mark

**Watertown RMV Service Center Move**

- Official opening date: Monday, June 10, 2019 - moving will commence after COB Friday, June 7
- MassDOT IT, walkthrough with RMV Business to confirm IT requirements was conducted Thursday, May 23, 1:00 PM

**Taunton RMV Service Center Move**

- Still no official move date - targeting July 1 opening
- If July 1 date cannot be met, the move would be delayed until January per RMV
- Comcast data/phone agreements signed

**10 Park Plaza Electrical Maintenance**

- Electrical maintenance will be performed Saturday, June 15, 6 AM – 4 PM and Sunday, June 16, 6 AM – 4 PM
- No impact expected
- Contingency responses are being planned in case of unexpected incident

Miscellaneous

- ATLAS Sync Pack, live on Saturday, May 18, 2019 -/Successfully Completed/-
- **ALARS Freeze Board (AFB)** (no calls to action)
  - Candidate: 2021: Search NOUN by Surrogate –approved-
  - Candidate: 2023 : USPS Tracking Information For Registration Revocation Letters Are Missing –approved-
- Maintenance –Generally-

Item	Description	Date/Timeframe	Service Impacting	Comments
1	EOTSS to perform non-disruptive maintenance on the Netapp storage environment. The maintenance is required to update the environment to support Atlas R2	1 Add new SSD storage capacity o May 3rd 6pm – 10pm <b>COMPLETE</b> 2 Merge SSD storage to create optimized aggregates o May 9th 6pm – 10pm <b>COMPLETE</b> 3 Configure 8200 SAS controllers o May 16th 6pm – 10pm <b>COMPLETE</b> 4 Upgrade the Netapp Ontap operating system Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule o May 23rd 6pm – 10pm o <b>Postponed TBD</b>	No downtime is expected	There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2. To complete these activities, EOTSS is proposing weekly storage maintenance windows <b>which started on April 25<sup>th</sup></b> . The maintenance has been scheduled over multiple weeks to minimize risks to the ATLAS environment. All maintenance will be done "live" and will not require any downtime of the ATLAS environment.
2	MassDOT IT, Operations/Server Team, RMV (ATLAS) Ongoing Windows Patching (CHG0037771/CHG0037772)	Sunday, May 26, 2019 at 02:00 AM until 08:00 AM	NO prolonged interruption of service; however, brief disruptions may occur	Standard monthly patching cycle from 2 AM to 8 AM on the 2nd Sunday after Microsoft Patch Tuesday (2nd Tuesday of the month)
3	Ongoing MassDOT IT, Network team moving PCI devices from the old switch stacks to the new PCI switch stacks on the 2 <sup>nd</sup> & 3 <sup>rd</sup> floor data closet and MDF room at Quincy Headquarters (CHG0037595)	<b>THIS Weekend</b> Nothing scheduled	No citizen downtime is expected – However: For anyone working on Saturday, during these hours, there will be minor interruptions to their PC as the Network team migrates them to the new PCI switch stack	Update: 5/19/2019: ...Completed additional 28 PC moves on the 2 <sup>nd</sup> floor. 5/2/2019: Completed 38 PC and 38 pin pad moves on 4/27 for the 3rd Floor. Still have more on the 3 <sup>rd</sup> floor and many more on the 2 <sup>nd</sup> floor.
4	Idemia Maintenance Window for Operating System Patching	Proposed 1 UAT Patching, Friday, June 14 from 8 AM – 12 noon (or until finished) 2 Production Patching, Sunday, June 23 from 7 AM – until complete	NO prolonged interruption of service; however, brief disruptions may occur	Proposed UAT patching date has been reviewed by ATLAS and RMV Training and conditionally approved; Proposed Production date has been reviewed by ATLAS and is being vetted (Meeting later today)

5/24/2019 9:35 AM

**From:** Newton, Mark (DOT)  
**Sent:** Friday, May 17, 2019 9:53 AM  
**To:** Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Bedard, David (DOT) <david.bedard@state.ma.us>  
**Cc:** Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>  
**Subject:** \*E-Mail Only Today:\* Registrar/IT Weekly Check in

Good Morning Registrar, Dave,

Hope your trip was great Registrar - ...this week's updates via E-Mail today, in lieu of our usual 10 AM call - Thank you

**NOTE:** There was a brief complication last evening to the ongoing **Netapp** work, impacting MyRMV License transactions -only- (Registrations / OK) Thursday 5/16/19 from 6:53 PM to 7:22 PM. The appropriate protocols were followed, a maintenance page went up, and was promptly removed when all transactions were returned to normal status.

Please let me know if you have any questions. Thank you again



Regards,  
Mark

**Watertown RMV Service Center Move**

- Official opening date: Monday, June 10, 2019 - moving will commence after COB Friday, June 7
- MassDOT IT, walkthrough with RMV Business to confirm IT requirements is tentatively scheduled for Thursday, May 23, 1:00 PM

**Taunton RMV Service Center Move**

- Still no official move date - targeting July 1 opening
- If July 1 date cannot be met, the move would be delayed until January per RMV

**10 Park Plaza Electrical Maintenance**

- Electrical maintenance will be performed Saturday, June 1, 6 AM – 4 PM and Sunday, June 2, 6 AM – 4 PM
- No impact expected
- Contingency responses are being planned in case of unexpected incident

###

Miscellaneous

- AAA/RMV System Wide, Firewall Patching/Upgrade
  - AAA Date: Wednesday, May 8, 2019 at close -/ Successfully Completed -/
  - RMV Date: Tuesday and Wednesday, May 14 & 15, 2019 at service center close -/ Successfully Completed -/
- ATLAS Sync Pack, live on Saturday, May 18, 2019
- Maintenance –Generally-

Item	Description	Date/Timeframe	Service Impacting	Comments
1	EOTSS to perform non-disruptive maintenance on the Netapp storage environment. The maintenance is required to update the environment to support Atlas R2	3 Add new SSD storage capacity o May 3rd 6pm – 10pm <b>COMPLETE</b> 4 Merge SSD storage to create optimized aggregates o May 9th 6pm – 10pm <b>COMPLETE</b> 5 Configure 8200 SAS controllers o May 16th 6pm – 10pm <b>COMPLETE</b> 6 Upgrade the Netapp Ontap operating system Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule o May 23rd 6pm – 10pm	No downtime is expected	There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2. To complete these activities, EOTSS is proposing weekly storage maintenance windows <b>which started on April 25th</b> . The maintenance has been scheduled over multiple weeks to minimize risks to the ATLAS environment. All maintenance will be done "live" and will not require any downtime of the ATLAS environment.
2	Scheduled ATLAS code update to production a/k/a Sync Pack - May	Saturday, May 18, 2019 from 5:00 AM to 7:00 AM	Partner and Portal Impact: May be some delays or occasional errors during communications	During this time, you may experience some delays in responsiveness, or receive occasional errors during communications. In these instances, please reprocess requests after 7:00 a.m. and they should process successfully. Comms disseminated by RMV Marketing and Communications 5/16/2019 2:29 PM
3	AAMVA, PDPS Scheduled Maintenance	Sunday, May 19, 2019 from 8:00 AM to 3:00 PM	ID transactions will NOT be available during this period	Mark has sent notification 5/15/2019 11:55 AM
4	MassDOT IT, Network team to move PCI devices from the old switch stacks to the new PCI switch stacks on the 2nd & 3rd floor data closet and MDF room at Quincy Headquarters (CHG0037595)	<b>THIS Weekend</b> <b>SUNDAY Saturday, May 19, 2019</b> <b>from 09:00 AM to 04:00 PM</b>	No citizen downtime is expected – However: For anyone working on Saturday, during these hours, there will be minor interruptions to their PC as the Network team migrates them to the new PCI switch stack	Update: 5/17/2019: Estimated to be 30% complete. 5/2/2019: ... Completed 38 PC and 38 pin pad moves on 4/27 for the 3rd Floor. Still have more on the 3rd floor and many more on the 2nd floor.

5/17/2019 9:39 AM

From: Newton, Mark (DOT)  
 Sent: Friday, May 10, 2019 9:51 AM  
 To: Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Bedard, David (DOT <david.bedard@state.ma.us>  
 Cc: Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>  
 Subject: Registrar/IT Weekly Check in

Good Friday Morning Registrar, Dave,

This week's updates for consideration during our scheduled 10 AM call today - Thank you

Best,  
Mark

**Watertown RMV Service Center Move**

- Official opening date: Monday, June 10, 2019 - moving will commence after COB Friday, June 7

- MassDOT IT, walkthrough with RMV Business to confirm IT requirements is tentatively scheduled for Thursday, May 23, 1:00 PM

**Taunton RMV Service Center Move**

- Still no official move date Targeting July 1 opening
- If July 1 date cannot be met, the move would be delayed until January per RMV Registrar

###

Miscellaneous

- AAA/RMV System Wide, Firewall Patching/Upgrade
  - AAA Date: Wednesday, May 8, 2019 at close -/ Successfully Completed -/
  - **Next Week** RMV Date: Tuesday and Wednesday, May 14 & 15, 2019 at service center close (more dates MAY be needed)
- ATLAS Sync Pack, Friday, May 17, live on Saturday, May 18, 2019
- Maintenance –Generally-

Item	Description	Date/Timeframe	Service Impacting	Comments
1	EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support Atlas R2	<p><b>1 Add new SSD storage capacity</b> Description Add 2 additional SSD shelves to the Netapp 8080 array and create two new aggregates (3 &amp; 4) new capacity will be approximately 130TB Proposed schedule o <b>May 3rd 6pm – 10pm</b> <b>COMPLETE</b></p> <p><b>2 Merge SSD storage to create optimized aggregates</b> Description Merge original SSD aggregates with new aggregates 3 &amp; 4 to optimize performance Proposed schedule o <b>May 9th 6pm – 10pm</b> <b>COMPLETE</b></p> <p><b>3 Configure 8200 SAS controllers</b> Description Remove the existing SAS controllers and replace them new 8200 controllers Proposed schedule o <b>May 16th 6pm – 10pm</b></p> <p><b>3 Upgrade the Netapp Ontap operating system</b> Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule o <b>May 23rd 6pm – 10pm</b></p>	No downtime is expected	There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2 To complete these activities, EOTSS is proposing weekly storage maintenance windows <b>which started on April 25th</b> The maintenance has been scheduled over multiple weeks to minimize risks to the ATLAS environment All maintenance will be done “live” and will not require any downtime of the ATLAS environment
2	MassDOT IT, Network team to move PCI devices from the old switch stacks to the new PCI switch stacks on the 2nd & 3rd floor data closet and MDF room at Quincy Headquarters (CHG0037595)	<b>THIS Weekend</b> Saturday, May 11, 2019 from 09 00 AM to 04:00 PM	No citizen downtime is expected – However: For anyone working on Saturday, during these hours, there will be minor interruptions to their PC as we migrate them to the new PCI switch stack	Update: 5/2/2019: ...Completed 38 PC and 38 pin pad moves on 4/27 for the 3rd Floor Still have more on the 3rd floor and many more on the 2nd floor

5/10/2019 9:17 AM

**From:** Newton, Mark (DOT)  
**Sent:** Friday, May 03, 2019 9:35 AM  
**To:** Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Bedard, David (DOT <david.bedard@state.ma.us>  
**Cc:** Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>  
**Subject:** Registrar/IT Weekly Check in

Good Morning Registrar, Dave... Happy Friday!

Please find this week’s updates for consideration during our scheduled 10 AM call today Thank you

Best,  
Mark

**Watertown RMV Service Center Move**

- No official move date Mid-June per General Services
- No known risk or impediments with IT
- Comcast fiber installation
  - Installation completed
  - Circuit activation is required and will be scheduled 2 weeks before planned opening

**Taunton RMV Service Center Move**

- No official move date Targeting July 1 opening
- If July 1 date cannot be met, the move would be delayed until January per RMV Registrar
- Comcast order process started
  - Site survey scheduled for 5/3/19
- IP Worksheet to be created by 5/10 to start configuration process for new DL/ID stations
- Requests for quotes submitted to vendors:
  - Idemia

- o Submitted for approval
- ACF
  - o Waiting for RFQ
- Valley Communications
  - o Waiting for RFQ
- MVN informed of move

###

Miscellaneous

- Public Facing PCs at Haymarket Service Center – Two -2- have been added (on 4/30/2019) to make a total of three -3-
- AAA/RMV System Wide, Firewall Patching/Upgrade
  - **Confirmed** AAA Date: Wednesday, May 8, 2019 at close -/ Notification made to AAA Northeast/AAA Pioneer Valley -/
  - **Confirmed** RMV Date: Tuesday and Wednesday, May 14 & 15, 2019 at service center close (more dates MAY be needed) -/Communication is being drafted and will be sent today 5/3/2019 -/
- Maintenance –Generally-

Item	Description	Date/Timeframe	Service Impacting	Comments
1	EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support Atlas R2	<b>1 Add new SSD storage capacity</b> Description Add 2 additional SSD shelves to the Netapp 8080 array and create two new aggregates (3 & 4) new capacity will be approximately 130TB Proposed schedule <ul style="list-style-type: none"> <li>o <b>May 3rd 6pm – 10pm</b></li> </ul> <b>1 Merge SSD storage to create optimized aggregates</b> Description Merge original SSD aggregates with new aggregates 3 & 4 to optimize performance Proposed schedule <ul style="list-style-type: none"> <li>o <b>May 9th 6pm – 10pm</b></li> </ul> <b>2 Configure 8200 SAS controllers</b> Description Remove the existing SAS controllers and replace them new 8200 controllers Proposed schedule <ul style="list-style-type: none"> <li>o <b>May 16th 6pm – 10pm</b></li> </ul> <b>3 Upgrade the Netapp Ontap operating system</b> Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule <ul style="list-style-type: none"> <li>o <b>May 23rd 6pm – 10pm</b></li> </ul>	No downtime is expected	There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2 To complete these activities, EOTSS is proposing weekly storage maintenance windows <b>which started on April 25<sup>th</sup></b> The maintenance has been scheduled over multiple weeks to minimize risks to the ATLAS environment All maintenance will be done "live" and will not require any downtime of the ATLAS environment
2	MassDOT IT, Operations/Server team, Data Center Relocation, In continuing support of the ongoing Core Switch Upgrade and the Data Center Relocation efforts in 10 PP (move from 8110 to 8150), the MassDOT IT, Server team will be migrating many virtual servers (or "VMs") to new equipment in the new location (CHG0037552)	Saturday, May 4, 2019 from 08:00 PM – 08:30 PM	RMV Customer Impact: No RMV internet transactions, no IVR transactions during this time window	Mark has sent notification 5/2/19, 3:45 PM
3	EOTSS performing monthly Mainframe LPAR Maintenance on Sunday, May 5 <sup>th</sup> , 2019 (EOTSS ServiceNow Change CHG0007527)	Sunday, May 5, 2019 from 3:30 AM - 5:15 AM	RMV Customer Impact: No RMV internet (Registration & Title) transactions, no IVR transactions and no mainframe access during this time window	Occurs during the beginning of every month RMV Applications, Production Support to monitor and confirm, connectivity and transactions as is standard practice
4	MassDOT IT, Network team to move PCI devices from the old switch stacks to the new PCI switch stacks on the 2 <sup>nd</sup> & 3 <sup>rd</sup> floor data closet and MDF room at Quincy Headquarters (CHG0037595)	<b>NEXT</b> weekend..... Saturday, May 11, 2019 from 09:00 AM to 04 00 PM	No citizen downtime is expected – However: For anyone working on Saturday, during these hours, there will be minor interruptions to their PC as we migrate them to the new PCI switch stack	Update: 5/2/2019: ... Completed 38 PC and 38 pin pad moves on 4/27 for the 3rd Floor Still have more on the 3 <sup>rd</sup> floor and many more on the 2 <sup>nd</sup> floor

5/3/2019 9:04 AM

From: Newton, Mark (DOT)  
 Sent: Friday, April 26, 2019 9:49 AM  
 To: Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Bedard, David (DOT <david.bedard@state.ma.us>  
 Cc: Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>  
 Subject: Registrar/IT Weekly Check in

Good Morning!

Below please find this week's updates for consideration during our scheduled 10 AM call today

Regards,  
Mark

Watertown RMV Service Center Move

- No official move date Mid-June per General Services
- No known risk or impediments with IT
- Comcast fiber installation
  - Waiting for final configuration including Internet to be scheduled - Targeting 5/3

Taunton RMV Service Center Move

- No official move date Targeting July 1 opening
- If July 1 date cannot be met, the move would be delayed until January per RMV Registrar
- Site visit completed 4/22
- Comcast order process started
  - Waiting for site survey to be scheduled
  - Fiber will need to be installed about 300 ft from building Telco room to new MDF room
  - Will require coordination with landlord but no unusual installation issues expected
- Requests for quotes submitted to vendors:
  - Idemia
    - Preliminary system counts for adds/moves to new service center
  - ACF
  - Valley Communications
- MVN informed of move

###

Miscellaneous

- USBs in Public Facing PCs – Discovery completed only one -1- known occurrence This machine is being analyzed and is being replaced, Monday, April 29 Another added Public Facing PC is in process of being imaged and will be scheduled to be delivered as soon as possible
- AAA/RMV System Wide, Firewall Patching/Upgrade
  - **Proposed** AAA Date: Wednesday, May 8, 2019 at close
  - **Proposed** RMV Date: Tuesday and Wednesday, May 14 & 15, 2019 at service center close (more dates MAY be needed)
- Maintenance –Generally-

Item	Description	Date/Timeframe	Service Impacting	Comments
1	EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support Atlas R2	TBD	No downtime is expected	There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2 To complete these activities, EOTSS is proposing weekly storage maintenance windows <b>starting on April 25<sup>th</sup></b> The maintenance has been tentatively scheduled over multiple weeks to minimize risks to the ATLAS environment All maintenance will be done “live” and will not require any downtime of the ATLAS environment
2	MassDOT IT, Network team to move PCI devices from the old switch stacks to the new PCI switch stacks on the 2 <sup>nd</sup> & 3 <sup>rd</sup> floor data closet and MDF room at Quincy Headquarters (CHG0037334)	Saturday, April 27, 2019 from 09 00 AM to 04 00 PM	No citizen downtime is expected – However: For anyone working on Saturday, during these hours, there will be minor interruptions to their PC as we migrate them to the new PCI switch stack	

4/26/2019 9:39 AM

**From:** Newton, Mark (DOT)  
**Sent:** Friday, April 19, 2019 9:25 AM  
**To:** Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Bedard, David (DOT) <david.bedard@state.ma.us>  
**Cc:** Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>  
**Subject:** Registrar/IT Weekly Check in

Good Friday morning Registrar and Dave,

Below please find this week’s updates for consideration during our scheduled 10 AM call today

Have a very happy Passover, Easter Sunday – Resurrection Day,  
Mark

RMV Citrix Server Maintenance

- Completed 4/13 with no issues

Watertown RMV Service Center Move

- No official move date Per Aric Warren, move will likely be the weekend of June 1 or 8
- Park Plaza data center electrical work planned for June 1
- IT cannot support RMV move and electrical work same weekend
- No other known risks or impediments with Tech
- Comcast fiber installation
- Waiting for final configuration including Internet to be scheduled - current target Friday 5/3

**Taunton RMV Service Center Move**

- No official move date - targeting July 1 opening
- If July 1 date cannot be met, the move would be delayed until January per Registrar
- Idemia submitted SOW for DL/ID hardware 4/17
- Site visit planned for 4/22
  - Review Comcast configuration - It is expected that Comcast work will be minimal and will only require extending circuits from current building electrical room to new space
- Get system counts for adds/moves to new service center
  - Provide to Idemia to create Professional Services SOW for move

###

Miscellaneous

- USBs in Public Facing PCs
- RMV/AAA PCI QSAs Audit In-Flight
- Maintenance –Generally-

Item	Description	Date/Timeframe	Service Impacting	Comments
1	MassDOT IT, Operations/Server Team, RMV (ATLAS) Ongoing Windows Patching (CHG0037426/CHG0037427)	Sunday, April 21, 2019 at 02:00 AM until 08 00 AM	NO prolonged interruption of service; however, brief disruptions may occur	Standard monthly patching cycle from 2 AM to 8 AM on the 2nd Sunday after Microsoft Patch Tuesday (2nd Tuesday of the month)
2	EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support Atlas R2	TBD	No downtime is expected	There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2 To complete these activities, EOTSS is proposing weekly storage maintenance windows <b>starting on April 25<sup>th</sup></b> The maintenance has been tentatively scheduled over multiple weeks to minimize risks to the ATLAS environment All maintenance will be done “live” and will not require any downtime of the ATLAS environment
3	Digital Safety Training Program	Ongoing; no later than April 30		

4/19/2019 9:22 AM

**From:** Newton, Mark (DOT)  
**Sent:** Wednesday, April 17, 2019 10:44 AM  
**To:** Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>  
**Cc:** Bedard, David (DOT) <david.bedard@state.ma.us>; Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>  
**Subject:** REMINDER: Registrar/IT Weekly Check in

Good Morning Registrar,

Just a quick reminder from our last Friday morning discussion of this evening s EOTSS “non-disruptive maintenance” – except for 2 to 30 minutes when VPN connections may experience a short disruption in service Impact should be minimal except those who VPN in at night to check their email

EOTSS performing non-disruptive maintenance to internet 2 circuits at MITC and SDC Wednesday April 17th at 7:00 PM – (EOTSS: ServiceNow CHG0008600)	04-17-2019 07:00 PM – 11:59 PM	No downtime is expected	EOTSS managed site-to-site VPN connections WILL experience a short disruption from as little as 2 minutes and possibly up to 30 minutes in duration during the change window
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Regards,  
 -Mark

**From:** Deveney, Erin (DOT)  
**Sent:** Saturday, April 13, 2019 7:37 PM  
**To:** Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>  
**Cc:** Bedard, David (DOT) <david.bedard@state.ma.us>  
**Subject:** Re: Registrar/IT Weekly Check in

Great update

Let 's hope everything stays this smooth all week

Thanks so much!

Sent from my iPhone

On Apr 13, 2019, at 5:51 PM, Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us> wrote:

Quick Update:

RMV Citrix Server Work - "We just finished both migration and testing, everything went pretty smooth, no issues to report "

The team will be checking everything out again, just as an extra precaution Monday  
Thank you Registrar Have a fantastic weekend, both of you  
-Mark

Sent from my iPhone

On Apr 12, 2019, at 9:38 AM, Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us> wrote:

Hello Registrar, Dave,

Here are this week's discussion items for our 10 AM call.

Best,  
Mark

**RMV Citrix Server Maintenance**

- Migrating RMV Citrix server to new hardware and storage Saturday, 4/13/2019, 2 - 8 PM
- Eliminates problematic Extreme IO storage that was root cause of recent major RMV incident (INC0204442 - Urgent Citrix Unavailable - (3/6/2019)
- ALARS and Microsoft Office applications impacted
- Required to vacate 10 PP 8110 data center by June 1 ahead of major electrical maintenance
- Very low technical risk to complete
- Harri Rosenberg and Matt Wood have approved
- Extra day to address any issues with 3-day weekend
- Delaying work would introduce further risk – timeline/dependent work is tight to meet June 1 deadline to vacate Suite 8110

**Watertown RMV Service Center Move**

- No official move date. Opening date no sooner than May 17, 2019
- No known risk or impediments with IT.
- Comcast fiber installation
  - Installation completion scheduled for 4/12/19
- Internet configuration may not get completed until another 2 weeks. 4/10 site survey found minor issue with design

**Taunton RMV Service Center Move**

- Still no official move date – presently targeting July 1 opening
- If July 1 opening cannot be met, the move would be delayed until January per Registrar
- Received floorplan on 4/8
- 10 DL/ID complete kits (present state = seven -7-)
- Three -3- additional DL/ID needed
- Two -2- spare in inventory with Idemia, at least one -1- needs to be procured (12-16 week lead time) will confirm with Idemia they can borrow -1- DL/ID kit from break/fix pool until new DL/ID kit(s) arrive(s)
- Submitting request for SOW to Idemia by 4/12
- Site visit planned for week of 4/15
- After review of Comcast configuration, it is expected that Comcast work will be minimal, and will only require extending circuits from current building electrical room to new space (i.e., no trenching)

###

Miscellaneous

- Maintenance –Generally-

Item	Description	Date/Timeframe	Service Impacting	Comments
1	CHG0037396 – Migrate Citrix Servers to New Hardware and Storage – work needed to vacate 10 PP 8110 data center by June 1 ahead of major electrical maintenance	04-13-2019 02:00 PM - 08:00 PM	No Citrix access to ALARS or Microsoft Office Applications during maintenance	Maintenance scheduled for Saturday afternoon thru Saturday evening
2	EOTSS performing non-disruptive maintenance to internet circuits at MITC and SDC Wednesday April 17th at 7:00 PM (EOTSS: ServiceNow CHG0008600)	04-17-2019 07:00 PM – 11:59 PM	No downtime is expected	EOTSS managed site-to-site VPN connections WILL experience a short disruption from as little as 2 minutes and possibly up to 30 minutes in duration during the change window
3	EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support			There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2 To complete these activities, EOTSS is proposing weekly storage maintenance windows starting on April 25 <sup>th</sup> The maintenance has been tentatively scheduled over multiple weeks to minimize risks to the ATLAS environment All maintenance will be done "live" and will not

ATLAS R2

require any downtime of the ATLAS environment

~~04-13-2019  
02:00 PM -  
10:00 PM~~  
No downtime  
is expected  
Ongoing; no  
later than April  
30

4 Digital Safety Training Program

4/12/2019 9:20 AM

**From:** Newton, Mark (DOT)  
**Sent:** Thursday, April 04, 2019 2:54 PM  
**To:** Deveney, Erin (DOT) <[Erin.Deveney@dot.state.ma.us](mailto:Erin.Deveney@dot.state.ma.us)>; Bedard, David (DOT) <[david.bedard@state.ma.us](mailto:david.bedard@state.ma.us)>  
**Cc:** Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)>  
**Subject:** Registrar/IT Weekly Check in

Happy Pre-Friday – Registrar, Dave!

Here are this week's updates for consideration during tomorrow's scheduled 10 AM call. Given there are no significant material issues or updates, would you like to forego this week's call, or would you prefer to meet as usual, could you kindly let us know Registrar? Thank you

Regards,  
Mark

**QHQ 1st Floor Atlas Business Testing/Training**

- QHQ 1st Floor Atlas Business Testing/Training
- Ricoh Printer(s): Contact Center & Training: Deliver Date: **-Delivered- 4/4/2019-**

**Watertown RMV Service Center Move**

- No official move date. Opening date no sooner than May 6, 2019
- No known risk or impediments with IT
- Agreed to use 49" TV monitors for QFlow, MVN and Security
- Comcast fiber installation
- Installation completion scheduled for ~~3/29/19~~ 4/12/2019

**Taunton RMV Service Center Move**

- No official move date. Approximate June/July 2019
- Demolition permit in process
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, the move would be delayed until January per RMV Registrar

**AAA Boston --NEW--**

- AAA planning to move its location somewhere in PO Square in Fall 2019
- No other details at this time.

###

Miscellaneous

- Maintenance –Generally-

Item	Description	Date/Timeframe	Service Impacting	Comments
1	TSS performing monthly Mainframe Logical Partition (or "LPAR") maintenance on Sunday April 7th (EOTSS: ServiceNow CHG0007528)	Sunday, April 7, 2019 from 3:30 – 5:30	No downtime Expected to return to service by 4:00 (+/-), within the daily Mainframe Maintenance Window	Occurs during the beginning of every month RMV Applications, Production Support to monitor and confirm, as is standard practice
2	CHG0037308 - Migration of Inner DMZ firewall and Load Balancer functions to new equipment in Suite 8150	04-07-2019 03:00 AM - 05:00 AM	Yes; no RMV payment transactions from 3 – 4 AM; (4-5 Testing/Monitoring)	Part II of II, /Testers scheduled/Mark has sent notification 4/3/19
3	EOTSS to perform non-disruptive maintenance on the Netapp storage environment. The maintenance is required to update the environment to support Atlas R2	04-13-2019 02:00 PM - 10:00 PM	No downtime is expected	To mitigate risk, EOTSS would like to schedule this effort as an eight -8- hour window outside of business hours /Testers scheduled/ Mark has sent LIMITED notification 4/3/19 JUST to Registrar for her approval. If approved, larger distribution planned
4	Digital Safety Training Program	Ongoing; no later than April 30		

4/12/2019 9:14 AM

**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 29, 2019 9:10 AM  
**To:** Deveney, Erin (DOT); Bedard, David (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** Registrar/IT Weekly Check in

Good Morning,

Please find the following updates for consideration during this morning's regularly scheduled 10 AM call

**QHQ 1st Floor Atlas Business Testing/Training**

- QHQ 1st Floor Atlas Business Testing/Training
- Ricoh Printer(s): Deliver Date: Thursday, April 4, 2019, all three -3- machines to Quincy RMV Headquarters

**AAA Leominster Move**

- Move Date – Completed successfully on March 22, 2019

**Watertown RMV Service Center Move**

- No official move date. Opening date no sooner than May 6, 2019
- No known risk or impediments with IT
- Agreed to use 49" TV monitors for QFlow, MVN and Security
- Comcast fiber installation
- Installation completion scheduled for 3/29/19 ~~TODAY~~

**Taunton RMV Service Center Move**

- No official move date. Approximate June/July 2019
- Demolition permit in process
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, the move would be delayed until January per RMV Registrar

**AAA Boston -NEW-**

- AAA planning to move its location somewhere in PO Square in Fall 2019
- No other details at this time.

###

Miscellaneous

- ACF
- In RE: Replacement Ricoh units two -2- for Haymarket Service Center
- As of 3/22/2019 AM, Ricoh has a tech scheduled to visit Haymarket today to assess the two devices – outcome partially dependent on results of their findings
- Ricoh IS aware of our desire for replacement units AND aware that this matter is visible at the highest level
- UPDATE: Due to the fact that the Haymarket units were part of the pilot, there was a HEAP/STACK setting that was pushed out to all but the Haymarket machines, that is in the process of being confirmed and/or reset to the optimum or new default setting to match the rest of the locations Symptom was: Delay when calling up the Autostore (Print-on-Demand) feature of the Ricoh devices, at times causing users to become frustrated and reset the device
- ALARS Freeze Board (AFB) Candidate: 2019: Production Issue - Garage Code Update Process for Address Changes in ALARS (RMVLV25D) – Approved by Registrar, will move to Production next week
- Maintenance –Generally-

Item	Description	Date/Timeframe	Service Impacting	Comments
1	MassDOT IT, Operations/Server Team, RMV (ATLAS) Ongoing Windows Patching	3/31/2019, 02:00 AM - 08:00 AM	No downtime is expected	<u>Pending Registrar approval</u> /Testers scheduled/Mark to send notification
2	CHG0037247 - Migration of Outer DMZ firewall and Load Balancer functions to new equipment in Suite 8150	03-31-2019 03:00 AM - 05:00 AM	Yes; no RMV payment transactions from 3 – 4 AM; (4-5 Testing/Monitoring)	Part I of II, Part II next week /Testers scheduled/Mark to send notification
3	EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support Atlas R2	TBD	No downtime is expected	To mitigate risk, EOTSS would like to schedule this effort as an eight -8- hour window outside of business hours /Testers aware but not yet scheduled/Mark to send notification

4/12/2019 9:14 AM

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 22, 2019 9:43 AM  
**To:** Deveney, Erin (DOT); Bedard, David (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** Registrar/IT Weekly Check in

Good FRIDAY Morning Registrar, Dave,  
 Today's updates for consideration during this morning's scheduled 10 AM call



**QHQ 1st Floor Atlas Business Testing/Training**

- All 26 New PCs for third floor desks have been installed and are connected to the network
- QHQ 1st Floor Atlas Business Testing/Training
- Ricoh Printer(s) Target Date: (*backordered MP4055*) First week of April for all three -3- printers (specific date to be provided)

**AAA Leominster Move**

- Move Date TODAY: March 22, 2019

**Watertown RMV Service Center Move**

- No official move date Tentative opening date April 29, 2019
- No known risks or impediments with IT
- Awaiting feedback from General Services on TV size - Current Service Center uses 55" due to high ceilings - Standard is 49"
- Comcast fiber installation
- Fiber splice installation completed 3/18
- Installation completion scheduled for 3/29/19

**Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Demolition permit in process
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, the move would be delayed until January per RMV Registrar

**Roslindale RMV Service Center**

- Very early in process
- Targeting Q1 2020 CY opening

###

Miscellaneous

- ACF Technologies, Q-Flow Queuing Application Deprecation of the AWS Classic VPN Connection by 4/1/2019  
Thursday, March 21, 2019 afterhours @ 5:30 PM
- EOTSS Resources on hand at the beginning of the work (5:30 PM) from 07 00 AM on Friday, March 22, 2019
- ACF Resources also available Thursday and Friday (Pulseway access to confirm QFlow functionality (all but printing tickets)
- MassDOT IT, to coordinate with DMs to arrange for RMV testers within each region
- **Primary mission successful** – will need to schedule a subsequent effort to facilitate failover ACF/QFlow VPN connection to Springfield Data Center (or “SDC”)
- Post action review of Citrix production incident

**Root Cause**

This was a very unusual hardware failure that might be described as “once in a lifetime” Our storage hardware is highly redundant, but had both backup batteries fail within a few minutes of each other at just before 10 00pm on March 5<sup>th</sup> The device shut itself down to prevent data loss We identified the root cause and ordered replacement parts by 4 00am on March 6<sup>th</sup> The parts arrived and were installed by noon Restoring the server environment took until 5 00pm that day

**Next Steps**

- Retire this storage device and move all data to brand new hardware by 5/17
- Review other hardware around DOT to proactively identify any older pieces that may be subject to similar failures Complete by 5/31
- Hire an architect to review our current server and storage architecture, with the objective of providing more redundancy and reducing our recovery time for future incidents He will start in the next two weeks and we expect the new architecture design to be complete by 5/3 We will immediately begin implementation of the recommended changes
- We are in the process of redesigning our incident response processes We will complete and deploy the changes by 4/26
  
- Replacement Ricoh units two -2- for Haymarket Service Center
- As of 3/22/2019 AM, Ricoh has a tech scheduled to visit Haymarket today to assess the two devices – outcome partially dependent on results of their findings
- Ricoh IS aware of our desire for replacement units AND aware that this matter is visible at the highest level
- ALARS Freeze Board (AFB) Candidate: 2019: Production Issue - Garage Code Update Process for Address Changes in ALARS (RMVLV25D)

4/12/2019 9:14 AM

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 15, 2019 2:53 PM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Additionally, I confirmed;

- that the wall bracket for the QFlow TV is fit for purpose with Bill Norrish (Watertown)
- that Jim Tilley of the MassDOT IT, Network team will be on the watch for the EOTSS/Q-Flow, Deprecation of the AWS Classic VPN Connection on Thursday, March 21, 2019 afterhours @ 5:30 PM / Friday AM
- Paul Lavallee has sent an update/reminder to the RMV DM s regarding upcoming scheduled DCP implantations

I also followed-up on an Email from Bill Norrish to David Hempe regarding attempting to confirm the AAA Leominster move date tentatively re-scheduled to March 22, 2019 – awaiting reply

Have a fantastic weekend to you both!  
-Mark

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**From:** Bedard, David (DOT)  
**Sent:** Friday, March 15, 2019 12:49 PM  
**To:** Newton, Mark (DOT); Deveney, Erin (DOT)

**Subject:** RE: Registrar/IT Weekly Check in

I confirmed there is a \$500k placeholder for OPMI dashboard work, subject to final approval and any changes in priorities. I will touch base with Rachel on Monday

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 15, 2019 9:48 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

**QHQ 1st Floor Atlas Business Testing/Training**

- Ricoh Printer(s) Target Date: TBD
- Order placed / awaiting delivery status from Ricoh

**AAA Leominster Move**

- Move Date – Tentatively re-scheduled to March 22, 2019
- Waiting for AAA confirmation

**Watertown RMV Service Center Move**

- No official move date. Tentative opening date April 29, 2019
- Comcast fiber installation
- Fiber splice installation scheduled for Friday, 3/15
- Installation completion scheduled for 3/29/19
- AV Installation to support QFlow
- Completed 3/14
- ACF
- ACF to deliver wall bracket for QFlow TV by 3/8 so General Contractor can install
- Received By General Contractor on schedule 3/8
- Updated computer/IP worksheet completed with existing equipment IP information
- Beth Pellegrini ordered second Bank of America scanner for new Cash Room

**Taunton RMV Service Center Move**

- No official move date. Approximate June/July 2019
- Demolition permit has been pulled (Planet Fitness)
- Lease was signed
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per RMV Registrar

**Roslindale RMV Service Center**

Very early in process

Targeting Q1 2020 CY opening

###

**Miscellaneous**

- Update: Attleboro Q-Flow Kiosk  
ACA to perform an onsite review of kiosk and also bring a replacement monitor with the bread board (or "internal touchscreen") that goes inside the kiosk. Tech will be onsite either on Tuesday or Wednesday of next week / these days were chosen as it's less busy at the service center  
INC0205329 / SR00008508 - Attleboro - the QFlow self-service kiosk is not working properly, keeps losing a connection to the system <THIS week>  
INC0204658 / SR00008268 - having on going issues with q-flow system - not printing and wrong categories calibrated <last week>
- Effort 1 of 2 - MassDOT IT, Server: Routine Security Updates to the ATLAS System  
Sunday, March 17, 2019 from 03:00 AM to 04:00 AM (Estimated), the MassDOT IT, Server team will be performing routine security updates to the ATLAS system  
NO prolonged interruption of service is expected; however, brief disruptions may occur during this time
- Effort 2 of 2 - EOTSS, MassDOT IT, Chelsea Circuit Cut Over to New Core Switches  
Sunday, March 17, 2019 from 08:00 AM to 11:00 AM (Estimated), we will be cutting over the EOTSS Chelsea circuits to the new Cisco 9300 Core WAN layer distribution switches in the 8150 server room, as part of the comprehensive Core Migration project  
NO interruption of service is expected; however, brief disruptions may occur
- ACF Technologies, Q-Flow Queuing Application Deprecation of the AWS Classic VPN Connection by 4/1/2019  
Thursday, March 21, 2019 afterhours @ 5:30 PM
- EOTSS Resources on hand at the beginning of the work (5:30 PM) from 07:00 AM on Friday, March 22, 2019
- ACF Resources also available Thursday and Friday (Pulseway access to confirm QFlow functionality (all but printing tickets))
- MassDOT IT, to coordinate with DMs to arrange for RMV testers within each region
- Post action review of Citrix production incident (TBD)
- RMV Application Development Fixed an online (web) code bug (INC0205513) that was preventing certain 'Company' plate types from getting a duplicate registration online. While the reported incident is for a municipal plate (MVN) it was discovered that five additional 'Company' plates types were being excluded too. Company plates types fixed and tested are as follows:  
<Value>ATN</Value>  
<Value>AXN</Value>  
<Value>MVN</Value>  
<Value>MXN</Value>  
<Value>STN</Value>  
<Value>SXN</Value>  
CHG0037130 - INC0205513 - error duplicating Municipal (MVN) registrations via e-services
- Reminder to DMs, anyone wishing to deploy QFlow DCP by the April 12, 2019 deadline should be expressing their interests now  
4/12/2019 9:14 AM

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**From:** Newton, Mark (DOT)

**Sent:** Friday, March 08, 2019 9:47 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Morning Registrar, Dave,  
Below are today's updates for consideration during this morning's scheduled 10 AM call

**QHQ 1st Floor Atlas Business Testing/Training**

- Ricoh Printer(s) Target Date: TBD
- Working through some procurement details / Upside: devices are quick-to-deploy
- **AAA Leominster Move**
- Move Date – Tentatively re-scheduled to March 22, 2019
- AAA is having IT issue that caused delay
- This is with their business IT - unrelated to RMV/MassDOT systems which are ready

**Watertown RMV Service Center Move**

- No official move date - Approximate April 2019
- Comcast fiber installation
- Interior and exterior rough cabling completed
- Final installation scheduled for Friday, 3/15
- AV Installation to support QFlow
- Installation of AV systems scheduled for 3/12-3/14/19
- Fabric backdrop
- Delivered to General Services – on schedule
- ACF
- ACF to deliver wall bracket for QFlow TV by 3/8 so General Contractor can install
- Waiting for confirmation
- Draft computer/IP worksheet distributed to IT team with listing of existing equipment being moved and new equipment being installed

**Taunton RMV Service Center Move**

- No official move date - Approximate June/July 2019
- Demolition permit has been pulled (Planet Fitness)
- Lease was signed
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per RMV Registrar

**Roslindale RMV Service Center**

Very early in process  
Targeting Q1 2020 CY opening

###

Miscellaneous

- VLS (SAVE) Production Scheduled Maintenance, Friday, March 8, 2019 from 09:00 PM until 11:59 PM  
The recommendation from the RMV business is leaving the Web transactions up and available during this upcoming maintenance period. Customers that attempt to process transactions using either a birth certificate or US Passport/Card will be successful during this SAVE outage. Since go-live the majority of documents presented for lawful presence have been either a birth certificate or US Passport/Card (77 %). If approve, I'll send communications out later this AM
- We have an alert already planned on the web site and we can add a SAVE system maintenance value so customers using SAVE transactions that don't read the alert will get stopped
- THIS weekend the Mainframe will be going down for a Scheduled Mainframe Outage - Sunday, March 10th at 3:30 AM Clock Time scheduled to 05:45 AM. EOTSS will be setting the Mainframe clock forward one (1) hour for Daylight Savings Time (or "DST")

When: Sunday, March 10th from (2:30 AM Mainframe Time) 03:30 AM to 05:45 AM

Why: 1 Regular Monthly Charge-back IPL – RSYS and 2 Scheduled Mainframe annual Daylight Savings Time (DST) Change

Internal Impact: All access to mainframe will be effected/unavailable

RMV Customer Impact: No RMV internet (Registration & Title) transactions, no IVR transactions and no mainframe access during this time window

- ALARS Freeze Board (AFB) Candidate: 2014: Changes to No Policy Report – To be moved to Production 3/13/2019
- Interim/indefinite solution has been provided to the VSCS team/representative in Worcester

4/12/2019 9:14 AM

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 01, 2019 9:22 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Morning Registrar, Dave – Happy Friday and March 1<sup>st</sup> – Can Spring be far away?  
Here are today's updates for consideration during this morning's scheduled 10 AM call

**QHQ 1st Floor Atlas Business Testing/Training**

- 26 New PCs for third floor desks that will be vacated - deployment begun March 1

**AAA Leominster Move**

- Move Date – Wednesday, March 6, 2019
- Reached out to Karen Padi to secure an RMV CSR for testing

**Watertown RMV Service Center Move**

- No official move date - Approximate April 2019

- Comcast fiber installation
- Interior installation of "rough" cabling completed 2/25
- Exterior installation process started including DigSafe notification
  - Dependent on weather but expected to be completed by 3/8
- Comcast believes all work to be completed by 3/15
- AV Installation to support QFlow
- TV monitor brackets installation completed
- Requested additional PO to cover speaker wire installation from Valley Communication on 2/20
- Installation of AV systems scheduled for 3/25-3/26/19
- Fabric backdrop
- Idemia delivered to Creative Office Pavilion (furniture vendor) backdrop fabric on 2/28
- ACF SOW
- ACF to deliver wall bracket for QFlow TV by 3/8 so General Contractor can install.

#### Taunton RMV Service Center Move

- No official move date Approximate June/July 2019
- Demolition permit has been pulled (Planet Fitness)
- Lease was signed
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per RMV Registrar

#### Rosindale RMV Service Center

- Very early in process
- Targeting Q1 2020 CY opening

###

#### Miscellaneous

- ACF/Q-Flow –Pulseway deployment statewide on 2/27-2/28 - successfully completed
- VLS (SAVE) Production Scheduled Maintenance, Tuesday, March 5, 2019, Estimated Duration: 10 00 PM ET until Wednesday, March 6, 2019 4:00 AM ET Only Foreign Visa/Passport data will not be available to SAVE/VLS during this time All other VIS functions will be available RMV Communications (Nancy Cox) has crafted and scheduled a Web alert
- NEXT weekend the Mainframe will be going down for a Scheduled Mainframe Outage - Sunday, March 10th at 3:30 AM Clock Time scheduled to 05:45 AM EOTSS will be setting the Mainframe clock forward one (1) hour for Daylight Savings Time (or "DST")

When: Sunday, March 10th from (2:30 AM Mainframe Time) 03:30 AM to 05:45 AM

Why: 1 Regular Monthly Charge-back IPL – RSYS and 2 Scheduled Mainframe annual Daylight Savings Time (DST) Change

Internal Impact: All access to mainframe will be effected/unavailable

RMV Customer Impact: No RMV internet (Registration & Title) transactions, no IVR transactions and no mainframe access during this time window

- ALARS Freeze Board (AFB) Candidate: 2014: Changes to No Policy Report (Approval: Y/N)

4/12/2019 9:14:28 AM

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, February 22, 2019 9:12 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Morning Registrar, Dave,

Here are today's updates for consideration during this morning's scheduled 10 AM call

#### QHQ 1st Floor Atlas Business Testing/Training

- 26 New PCs are being proposed for third floor desks that will be vacated Targeting March 1 completion
- New Ricoh color copier will be installed in space IT Service Desk working with Ricoh to procure
- Interim color printer and black and white copier were installed 2/14

#### AAA Leominster Move

- Move Date – Re-scheduled March 6, 2019
- Comcast RMV data installation completed 2/14

#### Watertown RMV Service Center Move

- No official move date Approximate April 2019
- Comcast fiber installation
- Plans were approved by mall management 2/20
- Interior installation of cabling could start as early as 2/22
- Exterior installation process started including DigSafe notification
- Dependent on weather but no expected issues completing before 4/1/19
- AV Installation to support QFlow
- TV monitor brackets delivered 2/15
- Learned on 2/20/19 that installation of speaker wire not included in General Contractor contract
- This differs from last two Service Center buildout
- Requested additional PO to cover speaker wire installation from Valley Communication on 2/20
- Tentative installation of AV systems scheduled for 3/26/19
- Fabric backdrop
- Creative Office Pavilion (furniture vendor) needs roll of backdrop fabric by 3/1
- Confirmed with Idemia They will have in Billerica well before that date
- ACF SOW
- Submitted IT Request for SOW 2/19

#### Taunton RMV Service Center Move

- No official move date Approximate June/July 2019
- Lease was signed
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per RMV Registrar

**Roslindale RMV Service Center**

- Very early in process
- Targeting Q1 2020 CY opening

###

Miscellaneous

- REMINDER: RMV - Database Maintenance for Production CV11 – Monday, February 25th - 2019 - 03:00 AM – 04:00 AM - no additional down time – MassDOT IT, Change Request CHG0036856  
Received an NCOA (National Change of Address) file from ATLAS to be imported into ALARS The file contains 3,587,386 records  
In order process 3.5+ million records into ALARS the ADDR (Address) area of the database needs to be expanded to hold this additional data This process is expected to take 40 minutes
- MassDOT IT, Operations/Server Team, RMV (ATLAS) Ongoing Windows Patching: 2/24/2019, 02:00 AM - 08:00 AM - We expect NO prolonged interruption of service; however, brief disruptions may occur

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, February 15, 2019 8:48 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Morning Registrar,

Here are today's updates for consideration during this morning's scheduled 10 AM call  
 Appearing at the bottom are a few MassDOT IT, ALARS Freeze Board (or "AFB") items for which I would ask your consent to move forward and some miscellaneous points of interest...

Thank you Registrar,  
 Mark

**Back Office/Facial Rec Production Issues**

- Root Cause Analysis Meeting was held on 2/14/2019
- Discussion/Findings/Calls to Action

**OHQ 1st Floor Atlas Business Testing/Training**

- Systems and employee moves from Third floor to 1st floor completed 2/14
- 26 New PCs are being proposed for third floor desks that will be vacated Targeting March 1 completion
- New Ricoh color copier will be installed in space IT Service Desk working with Ricoh to procure
- Interim color printer and black and white copier were installed 2/14

**AAA Leominster Move**

- Move Date – Re-scheduled March 6, 2019
- Changed from Feb 22 to avoid school vacation week and AAA travel event week of 2/25
- Comcast completed RMV data installation 2/14

**Watertown RMV Service Center Move**

- No official move date Approximate April 2019
- Comcast fiber installation
- Awaiting for ETA on delivery of detailed installation plans Process is underway
- Plans will need to be approved by mall management before they can start installation
- This continues to require close monitoring to ensure completion before scheduled opening
- General Contractor needs monitor brackets for QFlow/MVN TVs by 2/15
- Valley to delivered 2/14
- Fabric backdrop
- Creative Office Pavilion (furniture vendor) needs roll of backdrop fabric by 3/1
- Confirmed with Idemia They will have in Billerica well before that date
- ACF SOW
- Still waiting for SOW from ACF
- Followed up again on 2/13 and escalated today 2/15

**Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Lease was signed
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per Registrar

###

(AFB)

- 1 ALARS Freeze Board (AFB) Candidate: 2017: Production Issue - Excise value calculation field is two (2) bytes short causing a truncation of Excise Tax Value
- 2 ALARS Freeze Board (AFB) Candidate: 2014: Changes to No Policy Report
- 3 ALARS Freeze Board (AFB) Candidate: 2018: Please disable the RMV's Policy Information Portal (PiP) public version only (DMZ-WB-BOS-P12/P13) - completely offline-

###

Miscellaneous

- RMV - Database Maintenance for Production CV11 – Monday, February 25th - 2019 - 03:00 AM – 04:00 AM - no additional down time – MassDOT IT, Change Request CHG0036856
- INCO200051 - ALARS CREDIT CARD TRANSACTION is not going through in the Application bottom left just shows 2 Parenthesis – (Enforcement Services)
- MAB Placard Printer Proof of Concept (PoC), Other
- Proof of Concept testing (Future State) - **with RMV Business/Tech coordinating a meeting for next week with MAB stakeholders, Lexmark representative, RRD representative and Tech**
- Desk and DL/ID assets move located in the 3rd floor of Haymarket, MAB Walk-in service room (Room 343) Tuesday, February 12th 8 AM-9 AM – **COMPLETED as scheduled-**
- INCO200481 - Medical Affairs workstation signature pad and camera is indicating not connected – (MAB) Walk-Walk-In (Rm 343)
- Instituting a self-service digital kiosk and/or registration center with application technology (i.e. QLESS servicing platform) similar to the EZ-PASS customer counter and RMV Service Centers – **With RMV Business/No Tech action at this time**
- TEMPORARILY Relocate Printer QHQ:3rd Floor-MAB-PLACARD (ATLAS – 3109 Jen Hoban's area) from QHQ to Haymarket MAB 4th Floor Location – **Permissions confirmed with Syc to relocate the printer, indefinite to permanent term, coordinating with General Services to physically move this floor standing printer – Work in Progress – (Current State)**
- A wall monitor in Corrine Steller's office that has the ability for a split screen dashboard - **Requires further discussion with Corrine, to be held within a week's time**
- Requisition two (2) privacy screens for the Room 343 DL/ID workstation monitors - **REQ0028889**

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, February 08, 2019 12:40 PM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Afternoon Registrar,

A quick follow-up to outstanding questions from this morning's call...

- There will be phones in adequate supply for the QHQ moves
- Greenfield QFlow connectivity issues are reported/confirmed resolved
- Haymarket QFlow tablet issue is also reported/confirmed resolved

Thank you Registrar

Best,  
 Mark

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, February 08, 2019 9:18 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Another Fantastic Friday morning to you... Here are the updates for consideration during this morning's scheduled 10 AM call...

**Back Office/Facial Rec Production Issues**

- Meeting has been scheduled with Idemia to discuss root cause (Wednesday, February 13, 2019)
- More detail to follow meeting

**MAB Placard Printer Proof of Concept (PoC), Other**

- MassDOT IT is working multiple MAB priorities including Placard Printer PoC – Details within attachment
  - Desk and DL/ID assets move located in the 3rd floor of Haymarket, MAB Walk-In service room (Room 343) Tuesday, February 12th 8 AM-9 AM
  - Instituting a self-service digital kiosk and/or registration center with application technology (i.e. QLESS servicing platform) similar to the EZ-PASS customer counter and RMV Service Centers (please see attachment)
  - TEMPORARILY Relocate Printer QHQ:3rd Floor-MAB-PLACARD (ATLAS – 3109 Jen Hoban's area) from QHQ to Haymarket MAB 4th Floor Location
  - A wall monitor in my office (C S) that has the ability for a split screen dashboard
- << Message: Re: MAB Facility Upgrade Request and Customer Servicing Project >>

**Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)**

- Will coordinate delivery post successful completion of Placard Printers

**AAA Leominster Move**

- Move Date – **Feb 22, 2018 \*NEW\***
- Comcast had minor site issues and new plan was needed Required coordination with landlord Awaiting revised install schedule
- Monitoring closely with AAA for impact to move date

**QHQ 1st Floor Atlas Business Testing/Training**

- Furniture and cabling completed
- Systems and employee moves expected to be completed 2/15
- John Primerano and Dawn Ball coordinating schedule
- 26 New PCs are being proposed for third floor desks that will be vacated Targeting March 1 completion
- New Ricoh color copier will be installed in space Dawn Ball working with Ricoh to procure
- May need to use interim device if copier not delivered in time

**Watertown RMV Service Center Move**

- No official move date Approximate April 2019
- Construction work resumed
- Comcast fiber installation
- Mall management is requiring more detailed installation plans than have been provided to date
- Waiting for plan and approach to provide from Comcast management
- This continues to require close monitoring to ensure completion before scheduled opening
- General Contractor needs monitor brackets for QFlow/MVN TVs by 2/15
- Waiting for delivery confirmation

#### **Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Risks High complexity, moderate to high exposure to risk
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per Registrar

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, February 01, 2019 9:08 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Friday Morning to you both...  
<< OLE Object: Picture (Device Independent Bitmap) >>

#### **Back Office/Facial Rec Production Issues**

- Ongoing, progress being made

#### **Procure Lexmark Placard Printer for Medical Affairs Bureau (MAB)**

- Proof of Concept testing is being conducted at QHQ there has been some team hands-on, and we re looking at engaging representatives of both RRD and Lexmark (vendor/reseller) to ensure testing is optimized (for proposed volume and quality) and more closely resembles likely real use

#### **Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)**

- Will coordinate delivery post successful completion of Placard Printers

#### **AAA Leominster Move**

- Move Date – Changed to Feb 15, 2018
- Comcast had minor site issues and new planned is needed Awaiting revised install schedule

#### **QHQ 1st Floor Atlas Business Testing/Training**

- Walkthrough with RMV Business 1/30
- Finalized move locations
- Run book ("plan") created and distributed
- Inno4 cabling work started this week
- Furniture will be installed on Feb 1
- Systems and employee moves expected to be completed 2/15
- Finalizing employee moves and BOM with John Primerano and Dawn Ball
- 26 New PCs are being proposed for third floor desks that will be vacated Targeting March 1 completion
- New Ricoh color copier will be installed in space Dawn Ball working with Ricoh to procure
- May need to use interim device if copier not delivered in time

#### **Watertown RMV Service Center Move**

- No official move date Approximate April 2019
- Risks High complexity, moderate to high exposure to risk
- Construction work stoppage due to licensing issue with General Contractor
- Expected to be resolved in a few days
- Planned interior rough fiber cabling by Comcast within existing RMV was cancelled last minute as a result
- Mall management instructed Comcast to vacate premise
- Comcast fiber installation
- After work resumes, a meeting is needed with Comcast, Aric Warren, Bill Norrish and mall management to discuss new plan and obtain approval
- Work will require trenching from mall to service center to replace existing Comcast aerial connections
- Per Comcast, about 2 days of work Dependent on weather Dig Safe process was initiated
- Comcast believes there are no issues meeting March 15 date to complete
- General Contractor needs monitor brackets for QFlow/MVN TVs by 2/15
- Once PO is issued, Valley can order brackets They expect to easily meet 2/15 date

#### **Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Risks High complexity, moderate to high exposure to risk
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per RMV Registrar

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**From:** Bedard, David (DOT)  
**Sent:** Friday, January 25, 2019 8:37 AM  
**To:** Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good morning Weekly update below I asked Mark to join us this week as he did a lot of research on Leominster

#### **Back Office/Facial Rec Production Issues**

- Enforcement Services, Facial Recognition team is in the process of reviewing the Idemia findings

#### **Workstation Issues at Leominster Service Center**

- A review of reported Incidents at the RMV Leominster Service Center was initiated with Service Delivery (from November 1, 2018 – January 22, 2019) With particular focus on the following stations (5,6, 12, 10 and 11) – but **all** counters reported incidents were reviewed

- The question was posed to the Service Delivery team regarding the integrity of the workstations in that Service Center, are they more prone to problems than usual, or more so than any other Service Center? –No-
- Of a total reported Incidents of 56, (including “N/A”) the breakdown is
- People: 25 – Training type issues: With resolutions like: “Rebooted the PC, Signature Pad and Camera,” (most frequent) or “Loose or Unplugged Power Cord”
- Process: 5 – Password Had Expired, CIRV screen not working as expected, as there were no orphan records to process
- Technology: 23 – Technology issues: Legitimate tech problems with resolutions like: “Software Update Applied,” or “Replaced vision tester” or “Workstation reimage (q=2)” or “Vendor Resolved”
- In summary, the team feels that if the District Managers, Service Center Managers and staff could be reminded of, and continue to reinforce the importance of, and the need to allow ample time when logging in to allow ALL the software components to fully load (Operating System, Idemia software, Credit Card Processing Software, ATLAS software) and the peripherals (ALL the peripherals) The sentiment is, that as long as it sometimes seems to take to wait while logging in to a workstation (and logging off when done) – the time is well spent, as opposed to rushing the load process, having items not load properly, then having to go through a complete troubleshooting regime to isolate the source of a potential problem or place a call to Business Support and/or the Service Desk Also, Service Center personnel, when logging out should be leaving the machines powered “On” so patches may be installed properly and, if/as needed, the machines may be removed into by appropriate MassDOT IT personnel

#### **Procure Lexmark Placard Printer for Medical Affairs Bureau (MAB)**

- Lexmark CS820de color printer device (1) successfully installed for ATLAS and MAB Placard Proof of Concept (or “PoC”) testing on 1/18/2019 Testing is in progress and initial sentiment appears to be good

#### **AAA Leominster Move**

- Move Date – As of 1/24/2019 **NEW DATE: Changed to Friday, February 15, 2018**
- Risks Low No known issues preventing move from MassDOT IT perspective
- Comcast has provided install schedule and installation completion is planned for Monday, January 28

#### **QHQ 1st Floor Atlas Business Testing/Training**

- Risk Moderate complexity Low/moderate exposure to risk Business drop-dead ready date mid-March provides 1 month schedule contingency
- Significant data cabling work required by Inno4 to bring data/voice capacity to 1st floor from 3rd floor
- Inno4 won re-post of bid IT Request submitted
- Work is being scheduled for week of 1/28 Requires IT Network staff to volunteer for 2 nights after hours
- Furniture will be installed on Feb 1
- Systems and employee moves expected to be completed 2/15
- Finalizing employee moves and BOM with John Primerano and Dawn Ball
- 26 New PCs are being proposed for third floor desks that will be vacated Targeting March 1 completion

#### **Watertown RMV Service Center Move**

- No official move date Approximate April 2019
- Risks High complexity, moderate to high exposure to risk
- Comcast submitted plans to mall management
  - It was agreed to route through the mall from existing mall telecommunication room but mall management is requiring Comcast to trench the short distance from the back of mall to utility pole on street
  - Comcast will start interior work within next 2 weeks
  - Comcast initiated Dig Safe process for trenching Weather will dictate installation schedule
- Comcast will need access in existing RMV to install fiber for new service center
- Tentatively scheduled for next Tuesday, 1/29/19 from 5 to 7:30 PM It will require RMV staff to keep service center open Waiting for confirmation from Comcast before requesting RMV support
  - Comcast does not believe there will be any issue meeting March 15 deadline
- General Contractor needs monitor brackets for QFlow/MVN TVs by 2/15
  - Valley communication provided SOW and it was submitted for PO
  - Once PO is issued, Valley can order brackets They expect to easily meet 2/15 date
    - Scoping call held with ACF They will be submitting SOW for moving QFlow equipment

#### **Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Risks High complexity, moderate to high exposure to risk

#### **Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)**

- Will coordinate delivery post successful completion of Placard Printers

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**From:** Bedard, David (DOT)  
**Sent:** Friday, January 18, 2019 8:59 AM  
**To:** Deveney, Erin (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good morning This week s updates below Attached is findings to date on Back Office/Facial rec << File: 01 17 19 Issuance 360 FR Priority of Fixes IDEMIA Status\_IDEMIA\_Update docx >>

#### **Back Office/Facial Rec Production Issues**

- Discussed findings to date with Idemia management 1/17/18
- All 7 “high” priority issues reviewed
- 2 Idemia researching with Atlas/FAST
- 2 Idemia continuing to research internally
- 2 Idemia is requesting researching in conjunction with RMV team
- 1 Idemia believes system is functioning as design (FAD) but can make configure changes to meet RMV needs
- Idemia sent findings 1/17 to Sara to provide clarifications and/or coordinate on-site review with team

#### **Workstation Issues at Leominster Service Center**

- Mark Newton assigned to coordinate resolution (1/17/18)



#### **Procure Lexmark Placard Printer for Medical Affairs Bureau (MAB)**

- Lexmark CS820de color printer device (1) is installed and the network team provided an IP address for the proper VLAN membership and retested as of 7:45 AM this morning (1/18/2019)
- DL/ID equipment had to be moved/coordinated (successfully with both ATLAS and Idemia) to open up Location for the new printer in proximity to Jen Hoban's cube (3109) next to existing floor standing form factor Dell printer
- Placard media materials are on-site and ready for the proof of concept testing as soon as IP address is implemented
- Low risk

#### **North Adams RMV – Additional DL/ID**

- Completed successfully 1/17/19

#### **AAA Leominster Move**

- Move Date – Changed to Feb 1, 2018
- Risks Moderate Comcast fiber may not be installed by move date and would impact availability of RMV Services
- Awaiting installation schedule from Comcast
- Risk can be mitigated by using interim 4G wireless router to provide connectivity for RMV Services if fiber not ready
- No guarantee of performance May not be adequate for RMV Services

#### **QHQ 1st Floor Atlas Business Testing/Training**

- Work underway Completion Feb 15, 2018
- Risk Moderate complexity Low/moderate exposure to risk Business drop-dead ready date mid-March provides 1 month schedule contingency
- Significant data cabling work required by Inno4 to bring data/voice capacity to 1st floor from 3rd floor
- Received SOW from INNO4 for additional cabling for Atlas business training Cost went from \$10,852 to \$22,082
- Cost increase due to additional 30 network drops for additional furniture for Atlas business training
- Due to increase in value, work was re-posted for bid in Commbuys Bids due to 1/18
- Even with reposting, it is expected that timeline can be met
- Furniture will be installed on Feb 1
- Systems and employee moves expected to be completed 2/15

#### **Watertown RMV Service Center Move**

- No official move date Approximate /April 2019
- Risks High complexity, moderate to high exposure to risk
- Comcast fiber will require routing from mall electrical room to new service center via plastic inter duct in non-RMV tenant ceilings
- Comcast will require approval by Mall management and landlord
- Alternative would require trenching from utility line on street behind new Service Center location This would incur significant expense and may be difficult to perform during winter season
- Received sketch of proposed work but waiting for Comcast to answer technical questions before submitting to mall management
- Onsite meeting held on 1/16 to review server room and data/telecom requirements
- Server room will be completed within 2 weeks
- General Contractor needs monitor brackets for QFlow/MVN TVs by 2/15
- Valley communication to submit quote for PO 1/18 to supply equipment and installation services

#### **Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Risks High complexity, moderate to high exposure to risk

#### **Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)**

- Will coordinate delivery post successful completion of Placard Printers

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**From:** Bedard, David (DOT)  
**Sent:** Friday, January 11, 2019 8:56 AM  
**To:** Deveney, Erin (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Happy Friday Updates for this week below The one thing we need to decide on is if the scanners for suspension are warranted Thanks

#### **North Adams RMV – Additional DL/ID**

- Install Date – Jan 16, 2018
- Risks No known Low complexity, low exposure to risk

#### **AAA Leominster Move**

- Move Date – Changed to Feb 1, 2018
- Risks Moderate Comcast fiber may not be installed by move date and would impact availability of RMV Services
- With move delayed 2 weeks, Comcast is more likely to meet move date
- Signed Right of Entry from landlord received Awaiting installation schedule from Comcast
- Risk can be mitigated by using interim 4G wireless router to provide connectivity for RMV Services if fiber not ready
- No guarantee of performance May not be adequate for RMV Services

#### **QHQ 1st Floor Atlas Business Testing/Training**

- Work underway Completion Feb 15, 2018
- Risk Moderate complexity Low/moderate exposure to risk Business drop-dead ready date mid-March provides 1 month schedule contingency
- Significant data cabling work required by Inno4 to bring data/voice capacity to 1st floor from 3rd floor
- Waiting for update SOW from INNO4 for additional cabling for Atlas business training
- Furniture and data installation to be completed Feb 5

- Systems and employee moves expected to be completed 2/15

#### **Watertown RMV Service Center Move**

- No official move date Approximate March/April 2019
- Risks High complexity, moderate to high exposure to risk
- Comcast fiber will require routing from mall electrical room to new service center via plastic inter duct in non-RMV tenant ceilings
- Comcast will require approval by Mall management and landlord
- Alternative would require trenching from utility line on street behind new Service Center location This would incur significant expense and may be difficult to perform during winter season
- Onsite meeting planned for 1/15 to review server room requirements with Contractor
- Idemia SOW received 1/9

#### **Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019 Lease is being negotiated
- Risks High complexity, moderate to high exposure to risk

#### **Procure Lexmark Placard Printer for Medical Affairs Bureau (MAB)**

- Lexmark CS820de color printer device (1) was received on 1/4/19 (on schedule) and is on site in QHQ awaiting a rapid feasibility study by MassDOT IT, Service Delivery to confirm or configure for data drop, confirm power, assign IP (MassDOT IT, Network), etc
- Location is determined and confirmed in proximity to Jen Hoban's cube (3109) next to existing floor standing form factor Dell printer
- Install date will be fast tracked but actual install date is pending the completion of the feasibility study
- Placard media materials are being moved to QHQ for the proof of concept testing
- Low risk

#### **Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)**

- Tech is awaiting disposition by the business regarding next steps
- Estimate is three (3) to four (4) weeks for delivery of the devices from receipt of PO by Idemia
- Low risk

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**From:** Bedard, David (DOT)  
**Sent:** Monday, January 07, 2019 9:25 AM  
**To:** Deveney, Erin (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Here's the latest, we can discuss on Friday but please let me know if you have any immediate questions or concerns Thanks!

#### **North Adams RMV – Additional DL/ID**

- Install Date – Jan 16, 2018 (moved due to General Services work schedule)
- Risks No known Low complexity, low exposure to risk

#### **AAA Leominster Move**

- Move Date – Jan 18, 2018
- Risks Comcast fiber may not be installed by move date and would impact availability of RMV Services
- Signed Right of Entry from landlord to allow Comcast to perform work is still outstanding
- Risk can be mitigated by using interim 4G wireless router to provide connectivity for RMV Services
- No guarantee of performance May not be adequate for RMV Services

#### **QHQ 1st Floor Atlas Business Testing/Training**

- Work underway Completion expected mid-February
- Risk Moderate complexity Low/moderate exposure to risk Business drop-dead ready date mid-March provides 1 month schedule contingency
- Significant data cabling work required by Inno4 to bring data/voice capacity to 1st floor from 3rd floor

#### **Watertown RMV Service Center Move**

- No official move date Approximate March/April 2019
- Risks High complexity, moderate to high exposure to risk
- Comcast fiber will require routing from mall electrical room to new service center via plastic inter duct in non-RMV tenant ceilings
- Comcast will require approval by Mall management and landlord
- Alternative would require trenching from utility line on street behind new Service Center location This would incur significant expense and may be difficult to perform during winter season

#### **Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019 Lease is being negotiated
- Risks High complexity, moderate to high exposure to risk

**\*\*Mark Newton is leading point on the Printer and Scanner front, below is what he sent me but I need to follow up with him in greater detail. Thought I'd pass it along and we can discuss at our meeting this week.\*\***

#### **Procure Lexmark Placard Printer for Medical Affairs Bureau (MAB)**

- Device (1) was scheduled to ship this week (confirming shipment with vendor/awaiting return communication)
- Install date may be scheduled as soon as possible after receipt
- Install the device, begin the proof of concept printing at the (MAB) business level
- Additional printers are readily available (30+ available in the channel) Lexmark indicates these models will be available for the next 3-6 months (or longer)

- Low risk profile

**Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)**

- In possession of quote from Idemia
- In shortest possible detail, the scanners are requested to address, modernize and secure the Bureau of Probation (or "BOP") list process and address the backlog. Can also be easily used to address the Not the Same Person process, which currently suffers the same peril as the BOP list. This may take some behind the scenes involvement on the IT side, as well as some cooperation with DCU
- Increase customer satisfaction, provide improved access to sensitive and timely documentation and increase the security of sensitive documents
- Reduce paper storage, reduce the need for the manual retrieval of documentation, reduce customer wait time and reduce customer return visits

**What follows, in significantly greater detail, is presented from Sherri L. Hannan, Program Coordinator III / Supervisor, CAB / Suspensions Contact Center, MassDOT/RMV**

**Ideally, each hearings officer and suspension clerk will have a scanner hardware, the DCU Datacap Navigator software, and the DCU Content Navigator software on his or her workstation. Each piece is required for the cycle to be successful.**

Current Process:

Currently, suspension clerks review a record as a driver calls in, and make the determination whether a driver needs to be added to the BOP list. The clerk will inform the driver what documents are needed from the driver, and provide a fax number or address for receipt of the needed documents. Once all documents are received, the typical waiting period is (14) business days for hearings officer review (though the backlog is currently several months). The clerk then collects all docs related to that particular driver, and adds the driver to the BOP list, which is currently a handwritten document in a series three-ring binder, containing personal information, a series of record checks, and all the documents supplied by the driver. These include court records, driving records, photo id's and other sensitive information. These binders are difficult to secure, through it is procedural to keep them locked up outside of typical business hours.

A hearings officer will work the BOP list from the earliest date, pull the documents from the driver on the list, work the record, perform the record checks, hold the hearing, and file her batch work. Though hearings officers in the branch are required to scan their batch work into Datacap Navigator, and file a physical copy, making available instantly to all of DCU, contact center hearings officers merely file their paper batch work to the DCU library, and have no further access to it. This is an impediment to senior hearings officers for auditing purposes, continuing hearings on the same accounts, and general quality control and customer service matters.

It should be noted that due to the current backlog, when a driver is calling after the (14) business days, the record has rarely been worked. What happens is the suspension clerk puts the driver on hold, pulls the papers out of the BOP list binder, walks over to a hearings officer, hands the documents to the hearings officer, and waits next to the hearings officer while the hearings officer works the record, per the above. This can take five minutes, or (25) minutes. Sometimes longer.

It's a process that snowballs the current backlog issue, puts us at risk of having personal information out and unsecured, keeps drivers on hold for exceptional periods of time, causes tension between hearings officers and suspension clerks, and keeps us all from performing our duties in real time.

Future State:

My vision: Suspension clerk takes in a call from a driver. The clerk sees that the driver needs to be placed on the BOP list. The clerk advises the driver on what documents are needed in order to be placed on the list. The driver sends in the docs via fax, etc. The clerk takes in the docs, opens Datacap Navigator, selects the desired scan type (Suspension BOP Scan), accurately enters all information, and advises the driver of the (14) business day wait period.

A hearings officer actively works the BOP list by date, and searches Content Navigator by date. She will pull and print the relevant documents, work the record, hold the hearing, contact the driver with the decision, note the file appropriately, scan her batch work into Content Navigator, and send her physical batch work to the DCU library.

Regarding the backlog:

A temp would be extremely helpful in scanning in the current BOP list into Datacap Navigator. There is no CORI material in the BOP list, so it is acceptable for a temp to assist. This would enable a hearings officer to access the BOP list from any workstation at any time. But we need the physical scanner, and the two software programs and logins to make this work first.

---

**From:** Deveney, Erin (DOT)  
**Sent:** Thursday, January 03, 2019 1:01 PM  
**To:** Bedard, David (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Written is fine-feel free to use that time for something more productive. Thanks

---

**From:** Bedard, David (DOT)  
**Sent:** Thursday, January 3, 2019 12:59 PM  
**To:** Deveney, Erin (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Hello – I don't have any material updates for this week. Please let me know if you still want to talk or I can send out a written update. Thank you, Dave

-----Original Appointment-----  
**From:** Deveney, Erin (DOT)  
**Sent:** Wednesday, December 12, 2018 4:38 PM  
**To:** Deveney, Erin (DOT); Bedard, David (DOT)

**Subject:** Registrar/IT Weekly Check in  
**When:** Friday, January 04, 2019 10:00 AM-10:30 AM (UTC-05:00) Eastern Time (US & Canada).  
**Where:** 10PP Suite 6620 of [REDACTED]

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#); [Mulcahy, Sheila \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Friday, May 31, 2019 7:02:25 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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**From:** Oracle Business Intelligence  
**Sent:** Friday, May 31, 2019 7:00:54 AM (UTC-05:00) Eastern Time (US & Canada)  
**Subject:** DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

2. Jaelyn Andrews has been informed and consented to out of title work as a PC I of Eric Falcon while Eric is out on leave.
  - a. I DO NOT BELIEVE SHE NEEDS ANY SECURITY OR SYSTEM SECURITY ACCESS CHANGES
  - b. JAELYN IS ON VACATION JUNE 6 TO JUNE 18
3. Sarah Guarino, new hire PC I, will start tomorrow at 10 PP.
  - a. BADGE UPDATE REQUEST SUBMITTED
  - b. SHE WILL HAVE ISSUANCE 360 TOMORROW
  - c. ALARS FORM SUBMITTED TO KARYN FOLEY
  - d. ATLAS WILL BE UPDATED.
  - e. NEED TO REQUEST ACCESS TO SHARED DRIVE.
4. Alison Falk will assume duties of keeping the daily/weekly/monthly stats.
  - a. SHE NEEDS IT ACCESS TO SHARED DRIVE. NO CHANGES TO PHYSICAL SECURITY NEEDED
  - b. SARA OR A MEMBER OF THE TEAM DOWN STAIRS CAN HELP ALISON ACCESS THE ROOM
5. Michael Ariely will assume large portion of Eric's duties.
  - a. NO BADGE CHANGES NEEDED.
  - b. REQUEST AUTHORITY FROM REVENUE FOR SELF CLOSE OUT
6. Lucy Spagnuolo has offered her assistance and expressed interested, her preference is to work from Haymarket. She may be able to work remotely on merging customers/data errors.
  - a. TBD ON WHAT CHANGES NEEDED FOR LUCY TO ASSIST

Sara Lavoie

***Is REAL ID right for you? REAL ID. Real Answers:*** [Mass.gov/RealID](https://www.mass.gov/RealID)

Director of Enforcement Services

[sara.lavoie@state.ma.us](mailto:sara.lavoie@state.ma.us)

Desk: 857-368-8910

Mobile: 617-780-4016

**From:** [Greene, Joel \(DOT\)](#)  
**To:** [Nordsiek, Stefan \(DOT\)](#)  
**Subject:** FW: US Attorney's Cyber Weekly Thursday 30 MAY 2019  
**Date:** Thursday, May 30, 2019 4:32:15 PM  
**Attachments:** [Cyber Weekly Summary 30 APR 2019.doc](#)

---

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**From:** Thomas, Paul  
**Sent:** Thursday, May 30, 2019 4:31:47 PM (UTC-05:00) Eastern Time (US & Canada)  
**To:** [issecurity.dl-mtn@imc4.ems.lmco.com](mailto:issecurity.dl-mtn@imc4.ems.lmco.com)  
**Subject:** FW: US Attorney's Cyber Weekly Thursday 30 MAY 2019

---

**From:** Pires, Brian (USARI) <[Brian.Pires@usdoj.gov](mailto:Brian.Pires@usdoj.gov)>  
**Sent:** Thursday, May 30, 2019 12:58 PM  
**To:** Weisman, Aaron (USARI) <[Aaron.Weisman@usdoj.gov](mailto:Aaron.Weisman@usdoj.gov)>; Myrus, Richard (USARI) <[Richard.Myrus@usdoj.gov](mailto:Richard.Myrus@usdoj.gov)>; Ferland, William (USARI) <[William.Ferland@usdoj.gov](mailto:William.Ferland@usdoj.gov)>; Hebert, Sandra (USARI) <[Sandra.Hebert@usdoj.gov](mailto:Sandra.Hebert@usdoj.gov)>; Daly, Paul (USARI) 2 <[Paul.Daly@usdoj.gov](mailto:Paul.Daly@usdoj.gov)>; Donnelly, Terrence (USARI) <[Terrence.Donnelly@usdoj.gov](mailto:Terrence.Donnelly@usdoj.gov)>  
**Subject:** EXTERNAL: US Attorney's Cyber Weekly Thursday 30 MAY 2019

Please find the *Cyber Weekly*, an open source compendium of cybersecurity related articles shared to enhance situational awareness and foster collaboration across the cyber domain.

R/S,

Brian J. Pires  
National Security Specialist  
Law Enforcement Coordinator  
US Attorneys ATAC  
District of Rhode Island  
(401) 714-4284

**From:** [Klosek, Kevin \(DOT\)](#)  
**To:** [Dearing, Michael \(DOT\)](#)  
**Subject:** RE: Sarah Guarino  
**Date:** Thursday, May 30, 2019 4:05:00 PM

---

All set. Revere will send a cashier.

---

**From:** Dearing, Michael (DOT)  
**Sent:** Thursday, May 30, 2019 3:51 PM  
**To:** Klosek, Kevin (DOT)  
**Subject:** Fwd: Sarah Guarino

Sent from my iPhone

Begin forwarded message:

**From:** "Deveney, Erin (DOT)" <[Erin.Deveney@dot.state.ma.us](mailto:Erin.Deveney@dot.state.ma.us)>  
**Date:** May 30, 2019 at 1:56:49 PM EDT  
**To:** "Dearing, Michael (DOT)" <[Michael.Dearing@dot.state.ma.us](mailto:Michael.Dearing@dot.state.ma.us)>  
**Cc:** "Lavoie, Sara (DOT)" <[Sara.Lavoie@dot.state.ma.us](mailto:Sara.Lavoie@dot.state.ma.us)>  
**Subject:** **FW: Sarah Guarino**

Would you mind seeing if we can get someone from the Northeast to cover the cash room in Haymarket tomorrow? It is the last day that we have an internal resource available to help teach Sarah the job she needs to do on her own starting next week.

If you don't have someone, please let me know ASAP.

Thanks.

---

**From:** Williams, Christopher (DOT)  
**Sent:** Thursday, May 30, 2019 12:59 PM  
**To:** Lavoie, Sara (DOT); Deveney, Erin (DOT)  
**Cc:** Dearing, Michael (DOT); Johnson, Selina (DOT)  
**Subject:** RE: Sarah Guarino

Hi,

I just got off the phone with Felis, and she said that the request for Sarah Guarino to start ASAP came from HQ.

Could we do Monday instead of tomorrow?

Sarah is scheduled for the cash room tomorrow and I will have a hard time filling it. We are already 1 CSR2 short, Carrell, Kristen and Robin are all on vacation, and I will probably need to send a senior clerk to Roslindale.



Chris Williams | District Manager

**MassDOT** RMV Division

[Christopher.Williams@dot.state.ma.us](mailto:Christopher.Williams@dot.state.ma.us)

PH: 857-324-2025



---

**From:** Williams, Christopher (DOT)

**Sent:** Thursday, May 30, 2019 12:04 PM

**To:** Lavoie, Sara (DOT)

**Cc:** Dearing, Michael (DOT); Mullen, Michael (DOT)

**Subject:** Sarah Guarino

Hi Sara,

HR called Sarah Guarino and asked her to start her new role at Facial Recognition tomorrow.

Sarah is scheduled to be the cash room attendant in Haymarket tomorrow, and I really do not have the coverage for CSR2s tomorrow.

Can you give me a call so we can discuss this transition?

Chris Williams | District Manager

**MassDOT** RMV Division

[Christopher.Williams@dot.state.ma.us](mailto:Christopher.Williams@dot.state.ma.us)

PH: 857-324-2025



**From:** [Dearing, Michael \(DOT\)](#)  
**To:** [Klosek, Kevin \(DOT\)](#)  
**Subject:** Fwd: Sarah Guarino  
**Date:** Thursday, May 30, 2019 3:50:38 PM

---

Sent from my iPhone

Begin forwarded message:

**From:** "Deveney, Erin (DOT)" <[Erin.Deveney@dot.state.ma.us](mailto:Erin.Deveney@dot.state.ma.us)>  
**Date:** May 30, 2019 at 1:56:49 PM EDT  
**To:** "Dearing, Michael (DOT)" <[Michael.Dearing@dot.state.ma.us](mailto:Michael.Dearing@dot.state.ma.us)>  
**Cc:** "Lavoie, Sara (DOT)" <[Sara.Lavoie@dot.state.ma.us](mailto:Sara.Lavoie@dot.state.ma.us)>  
**Subject:** FW: Sarah Guarino

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MassDOT RMV Division  
[Christopher.Williams@dot.state.ma.us](mailto:Christopher.Williams@dot.state.ma.us)  
PH: 857-324-2025



**From:** [Ariely, Michael \(DOT\)](#)  
**To:** [Boyle, Christopher \(DOT\)](#)  
**Subject:** FW: Facial Rec  
**Date:** Thursday, May 30, 2019 3:37:00 PM  
**Attachments:** [REDACTED].pdf

---

SGT Boyle,

On request from Boston PD (see attached file), I looked into the record of S [REDACTED] to see if he went by any other names. [REDACTED]

[REDACTED]  
[REDACTED] I am requesting that MSP review the file and recommend CFL-I suspension of the driver, as well as to reqach out to Officer [REDACTED] at Boston PD to perhaps answer any questions they may have in relation to this.

[REDACTED]  
[REDACTED]  
Thank you,

[REDACTED]

[REDACTED]

**From:** [REDACTED]@pd.boston.gov]  
**Sent:** Thursday, May 30, 2019 3:06 PM  
**To:** Ariely, Michael (DOT)  
**Subject:** Facial Rec

Mike, how is it going .

[REDACTED]  
[REDACTED]  
[REDACTED]

Thank You

[REDACTED]  
[REDACTED]



**From:** [Mulcahy, Sheila \(DOT\)](#)  
**To:** [Bamonte, Matthew \(DOT\)](#)  
**Subject:** RE: Highway Core Critical Hires  
**Date:** Thursday, May 30, 2019 3:10:03 PM  
**Attachments:** [image002.png](#)  
[Highway Open Draft Requisitions.xlsx](#)

---

Hi Matt,  
Attached is the spreadsheet we were reviewing.

**Sheila Mulcahy**  
**Massachusetts Department of Transportation**  
Recruitment Manager, Human Resources  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8521 | Mobile 857.270.1645 | Fax 857.368.0601



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All job applications must be received through our website:  
[www.massdot.state.ma.us/Employment](http://www.massdot.state.ma.us/Employment)

---

**From:** Bamonte, Matthew (DOT)  
**Sent:** Thursday, May 30, 2019 2:46 PM  
**To:** Mulcahy, Sheila (DOT) <Sheila.Mulcahy@dot.state.ma.us>  
**Subject:** FW: Highway Core Critical Hires

---

**From:** Spengler, Mark (DOT)  
**Sent:** Wednesday, May 15, 2019 1:58 PM  
**To:** Lazic, Boris (DOT)  
**Cc:** Gulliver, Jonathan L. (DOT); Bamonte, Matthew (DOT); Mulcahy, Sheila (DOT); Makie, Joan (DOT); Knosp, Matthew (DOT); McDonald, Michael (DOT); Johnson, Selina (DOT); Constantine, Rashida (DOT)  
**Subject:** Highway Core Critical Hires

As discussed

**Mark N. Spengler**

**Massachusetts Department of Transportation**  
Senior Human Resources Business Partner  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8537 | Mobile 857.283.9611 | Fax 857.368.0601



Questions about hiring? Visit <https://navigator.massdot.state.ma.us/>

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**From:** [REDACTED]  
**To:** [Ariely, Michael \(DOT\)](#)  
**Subject:** Facial Rec  
**Date:** Thursday, May 30, 2019 3:09:28 PM  
**Attachments:** [REDACTED].pdf

---

Mike, how is it going .

[REDACTED]

Thank You

[REDACTED]

[REDACTED]



**From:** [Dearing, Michael \(DOT\)](#)  
**To:** [Deveney, Erin \(DOT\)](#)  
**Cc:** [Lavoie, Sara \(DOT\)](#)  
**Subject:** Re: Sarah Guarino  
**Date:** Thursday, May 30, 2019 2:58:38 PM

---

Sure thing.

Sent from my iPhone

On May 30, 2019, at 1:56 PM, Deveney, Erin (DOT) <[Erin.Deveney@dot.state.ma.us](mailto:Erin.Deveney@dot.state.ma.us)> wrote:

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[Christopher.Williams@dot.state.ma.us](mailto:Christopher.Williams@dot.state.ma.us)  
PH: 857-324-2025



**From:** [Deveney, Erin \(DOT\)](#)  
**To:** [Dearing, Michael \(DOT\)](#)  
**Cc:** [Lavoie, Sara \(DOT\)](#)  
**Subject:** FW: Sarah Guarino  
**Date:** Thursday, May 30, 2019 1:56:51 PM

---

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Chris Williams | District Manager

*Mass*DOT RMV Division

[Christopher.Williams@dot.state.ma.us](mailto:Christopher.Williams@dot.state.ma.us)

PH: 857-324-2025



**From:** [DeCarlo, Jeffrey \(DOT\)](#)  
**To:** [Mihaley, Andrew \(DOT\)](#)  
**Subject:** FW: MassDOT EOD  
**Date:** Thursday, May 30, 2019 1:50:03 PM  
**Attachments:** [image001.png](#)

---

V/R,

***Jeffrey DeCarlo, Ed.D., PMP, ATP***

Administrator

MassDOT Aeronautics Division

Logan Office Center

One Harborside Dr., Ste 205N

East Boston, MA 02128-2909

Tel: (617) 412-3686

Fax: (617) 412-3679

E-mail: [Jeffrey.DeCarlo@dot.state.ma.us](mailto:Jeffrey.DeCarlo@dot.state.ma.us)

Website: [www.mass.gov/massdot/aeronautics](http://www.mass.gov/massdot/aeronautics)



---

**From:** Riley, Judith (DOT)  
**Sent:** Wednesday, May 29, 2019 6:42 PM  
**To:** Riley, Judith (DOT)  
**Subject:** MassDOT EOD

**MBTA MULTIPLE OUTLETS**

- Multiple media outlets reported major delays this morning on the Kingston/Plymouth commuter rail line after a railroad trespasser was struck and killed by a Boston-bound train. The engineer of Kingston Line Train #032 brought the train to a stop at Main Street in Hanson after the trespasser strike shortly before 6 a.m. Transit Police said in a statement: “A male, age unknown at this time, while trespassing on the right of way in the vicinity of 1070 Main Street was struck by an inbound commuter rail train. Foul play is not suspected.” Hanson police shut down Route 27, which is near the tracks, from Elm to Phillips streets for the investigation. The road was closed for several hours. After the state medical examiner’s office removed the body, regularly scheduled service on the Kingston-Plymouth Line resumed just before 9 a.m.

**BOSTON GLOBE**

- A reporter with this outlet filed the following FOIA request yesterday with the MassDOT Legal Department: “I am requesting that I be provided a copy of the following records, which I would ask be sent in electronic form (such as a PDF or Word or Excel file), if

possible:

- Any/all equipment inventories, purchase orders/invoices, contracts, service agreements, grant award letters, maintenance/repair, and subscriptions/memberships, for each of the following:
  - facial recognition technology
  - license plate readers/cameras
  - cameras that monitor public spaces
  - social media and/or internet activity monitoring software/technology
  - artificial intelligence technology
  - data mining software/technology
  - data scraping software/technology
  - predictive policing technology
  - aircraft, including UAVs
  - wiretapping equipment
  - Range-R devices and/or any other devices that can detect and/or measure the presence and number of people/objects through walls
  - long-range microphones
  - biometric equipment, including but not limited to fingerprint, face, and/or iris readers/scanners and voice and/or gait recognition devices
  - Stingrays, cell site simulators, IMSI catchers and/or other cell phone surveillance equipment.”
- A reporter with this outlet submitted today the following FOIA requests for data from the Registry of Motor Vehicles:
  - “Total vehicles of all types in Massachusetts -- We want to look at how the number of vehicles in the state has changed over time. We wanted data in five (5) year increments. In other words, we would want data from 2019, 2014, 2009, 2004, 1999. We want to look at the number of each vehicle type (car, truck, bus, motorcycle) registered in each of Massachusetts' cities, towns, and Zip codes for each of those years. Take, for example, the Zip code 02127. We would want to know how many cars, trucks, buses, and motorcycles were registered in 02127 in 2019, 2014, 2009, 2004, and 1999. We want to be able to compare how vehicle registrations have changed at each five year increment.”
  - Moving violations - Here are the fields we would like for moving violations for 2018: Citation number, Citation type, Incident Date, Time, Incident Location, Police Badge number, Police Department, Violator Race, Sex/Gender, Violator Age, Violator's Town, Violator's State, Violations Chapter/Section/Sub-section, Violation Description, Speed, Speed Limit  
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**From:** [Williams, Christopher \(DOT\)](#)  
**To:** [Lavoie, Sara \(DOT\)](#); [Deveney, Erin \(DOT\)](#)  
**Cc:** [Dearing, Michael \(DOT\)](#); [Johnson, Selina \(DOT\)](#)  
**Subject:** RE: Sarah Guarino  
**Date:** Thursday, May 30, 2019 12:59:28 PM

---

Hi,

I just got off the phone with Felis, and she said that the request for Sarah Guarino to start ASAP came from HQ.

Could we do Monday instead of tomorrow?

Sarah is scheduled for the cash room tomorrow and I will have a hard time filling it. We are already 1 CSR2 short, Carrell, Kristen and Robin are all on vacation, and I will probably need to send a senior clerk to Roslindale.

**Chris Williams | District Manager**  
**MassDOT** RMV Division  
[Christopher.Williams@dot.state.ma.us](mailto:Christopher.Williams@dot.state.ma.us)  
PH: 857-324-2025



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**From:** Williams, Christopher (DOT)  
**Sent:** Thursday, May 30, 2019 12:04 PM  
**To:** Lavoie, Sara (DOT)  
**Cc:** Dearing, Michael (DOT); Mullen, Michael (DOT)  
**Subject:** Sarah Guarino

Hi Sara,

HR called Sarah Guarino and asked her to start her new role at Facial Recognition tomorrow.

Sarah is scheduled to be the cash room attendant in Haymarket tomorrow, and I really do not have the coverage for CSR2s tomorrow.

Can you give me a call so we can discuss this transition?

**Chris Williams | District Manager**  
**MassDOT** RMV Division  
[Christopher.Williams@dot.state.ma.us](mailto:Christopher.Williams@dot.state.ma.us)  
PH: 857-324-2025



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**From:** [Nelson, Jim \(DOT\)](#)  
**To:** [Karl, Jean \(DOT\)](#)  
**Subject:** FW: 2019 AAMVA Annual International Conference - Registration Open!  
**Date:** Thursday, May 30, 2019 8:58:00 AM

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Not sure how to get you on the AAMVA email distribution list, but is good to know about their conferences and projects.

See below.

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**From:** events@aamva.org [mailto:events@aamva.org]  
**Sent:** Wednesday, May 29, 2019 4:08 PM  
**To:** Nelson, Jim (DOT)  
**Subject:** 2019 AAMVA Annual International Conference - Registration Open!

[Region12018RM.jpg](#)



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### Registration Now Open!

**Omaha | August 20 – 22, 2019**

The Annual International Conference (AIC) is AAMVA's premier event for jurisdictions, industry, and federal partners to come together to share experiences and learn. In 2019, the AIC will be in Omaha, Nebraska, "The Center of the Heartland," where you can enjoy some Midwestern hospitality with great food, great views, great shopping, and more! Join Chair of the Board Rhonda Lahm and experience a unique networking and educational event. The AIC showcases the latest trends in the motor vehicle and law enforcement community and provides a forum for chief administrators to learn and grow from fellow colleagues. This year's sessions will cover a wide variety of topics tailored to the AAMVA community. Don't miss this opportunity to network and learn from our community's most innovative leaders.

Check out the [program-at-a-glance](#), and click below to register.

[Button-Register.png](#)



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### Conference at a Glance

- **Tuesday, August 20** - Opening Session and Conference Sessions, Exhibitor Hall Open, Chair's Welcome Reception
- **Wednesday, August 21** - Conference Sessions, Exhibitor Hall Closes
- **Thursday, August 22** - Traditional Past Chairs' Breakfast, Conference Sessions, Awards Luncheon, Reception & State of Nebraska Banquet

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### What to Expect at the Annual International Conference

Watch the short video below to learn more about beautiful Omaha, NE.

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### Don't Miss These Exciting Sessions and More

- Driver Compacts
- Community Policing in a State Police/Highway Patrol Agency
- What Constitutes a Vehicle
- QuickConnect
- Jurisdiction Town Halls
- Law Enforcement Town

[AIC\\_2018\\_PromoVideo\\_Play.png?r=1527690802176](#)



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### CHI Health Center Omaha

All conference sessions will take place at the [CHI Health Center Omaha](#) (455 N. 10th St. | Omaha, NE 68102).

[Click here](#) for more information.

[CHIHealthCenter.jpg?r=1559068419103](#)



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### Hotel Reservations

AAMVA has group rates for the following hotels. [Click here](#) for more information and to make a reservation.

#### Hilton Omaha

1001 Cass Street | Omaha, Nebraska 68102

[HiltonOmaha.jpg?r=1559057353419](#)



#### Omaha Marriott Downtown at the Capitol District

222 North 10th Street | Omaha, Nebraska 68102

[OmahaMarriottDowntownattheCapitolDistrict\(2\).png?r=1559057570544](#)



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### NOTICE: Unauthorized Persons Offering Rooms for AAMVA Events

If you are receiving phone calls or emails from any organization or person indicating they have a block of rooms for an AAMVA meeting hotel at the same or lower rate, note that they are not affiliated with AAMVA. Please continue to contact the hotel directly to book rooms.

#### Halls

- Understanding the Past to Chart our Future
- Technology and the Future of Trucking
- Change Management
- Leveraging Data Analytic Tools in Law Enforcement
- Automated & Connected Vehicles Pilot and Testing Programs
- Medical Review Boards & Cognitive Impairment
- Data Privacy & Governance
- Juli Burney Keynote
- Jurisdiction Member Information Exchange
- Latest Developments in Driver Testing for ADAS
- Imported Vehicles
- Facial Recognition
- Future of Physical Document Security
- CDL Compliance & Test Modernization
- Internet Vehicle Sales and Wholesale Dealers
- Real ID
- Community Management via Social Media
- Drug-Impaired Driving and Roadside Testing
- Risk Management
- Mobile DL
- Vehicle Recalls

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### Become a Sponsor and/or Exhibitor

Sponsoring or exhibiting at the 2019 Annual International Conference will help you reach jurisdiction representatives looking for solutions to their daily operations. The Exhibit Hall is the perfect place to showcase products and services in a face-to-face environment in order to develop existing relationships or foster new ones. For sponsorship/exhibit information contact Rob Stershic,

[rstershic@aamva.org](mailto:rstershic@aamva.org), 703-908-2825. [Learn more here.](#)

### Questions About Travel Assistance

Travel assistance is available for AAMVA jurisdictions. Please contact DeAnna Marcotte with any questions.

**DeAnna Marcotte**  
[travel@aamva.org](mailto:travel@aamva.org)  
703.522.4200

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To manage all your AAMVA subscriptions, [click here.](#)

4401 Wilson Boulevard, Suite 700, Arlington, VA 22203



**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#); [Mulcahy, Sheila \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 30, 2019 7:02:32 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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**From:** Oracle Business Intelligence  
**Sent:** Thursday, May 30, 2019 7:00:53 AM (UTC-05:00) Eastern Time (US & Canada)  
**Subject:** DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Riley, Judith \(DOT\)](#)  
**To:** [Riley, Judith \(DOT\)](#)  
**Subject:** MassDOT EOD  
**Date:** Wednesday, May 29, 2019 6:41:52 PM

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    - artificial intelligence technology
    - data mining software/technology
    - data scraping software/technology
    - predictive policing technology
    - aircraft, including UAVs
    - wiretapping equipment
    - Range-R devices and/or any other devices that can detect and/or measure the presence and number of people/objects through walls
    - long-range microphones
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**From:** [Goddard, Jacquelyn \(DOT\)](#)  
**To:** [Riley, Judith \(DOT\)](#)  
**Subject:** RE: MassDOT EOD Updated  
**Date:** Wednesday, May 29, 2019 6:33:00 PM

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Please send out. Thanks

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**From:** Riley, Judith (DOT)  
**Sent:** Wednesday, May 29, 2019 6:25 PM  
**To:** Goddard, Jacquelyn (DOT)  
**Subject:** MassDOT EOD Updated

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**From:** [Riley, Judith \(DOT\)](#)  
**To:** [Goddard, Jacquelyn \(DOT\)](#)  
**Subject:** MassDOT EOD  
**Date:** Wednesday, May 29, 2019 6:22:23 PM

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## **MBTA MULTIPLE OUTLETS**

- Multiple media outlets reported major delays this morning on the Kingston/Plymouth commuter rail line after a railroad trespasser was struck and killed by a Boston-bound train. The engineer of Kingston Line Train #032 brought the train to a stop at Main Street in Hanson after the trespasser strike shortly before 6 a.m. Transit Police said in a statement: “A male, age unknown at this time, while trespassing on the right of way in the vicinity of 1070 Main Street was struck by an inbound commuter rail train. Foul play is not suspected.” Hanson police shut down Route 27, which is near the tracks, from Elm to Phillips streets for the investigation. The road was closed for several hours. After the state medical examiner’s office removed the body, regularly scheduled service on the Kingston-Plymouth Line resumed just before 9 a.m.

## **BOSTON GLOBE**

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  - Any/all equipment inventories, purchase orders/invoices, contracts, service agreements, grant award letters, maintenance/repair, and subscriptions/memberships, for each of the following:
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    - license plate readers/cameras
    - cameras that monitor public spaces
    - social media and/or internet activity monitoring software/technology
    - artificial intelligence technology
    - data mining software/technology
    - data scraping software/technology
    - predictive policing technology
    - aircraft, including UAVs
    - wiretapping equipment
    - Range-R devices and/or any other devices that can detect and/or measure the presence and number of people/objects through walls
    - long-range microphones
    - biometric equipment, including but not limited to fingerprint, face, and/or iris readers/scanners and voice and/or gait recognition devices
    - Stingrays, cell site simulators, IMSI catchers and/or other cell phone surveillance equipment”
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“Total vehicles of all types in Massachusetts -- We want to look at how the number of vehicles in the state has changed over time. We wanted data in five (5) year increments. In

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Date written, Court of jurisdiction, License state, License class, CDL license holder (Y/N), Vehicle information (Plate type, Plate State, Vehicle Make/Model/Year/Color), CDL Vehicle (Y/N), Vehicle carrying capacity of 16 or more passengers (Y/N), Hazardous material placard vehicle(Y/N), Crash involved (Y/N),Assessment for each violation, Total due.”

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- A reporter with this outlet requested and received the driving records for two residents of Amesbury.
- A reporter requested and received the driving record for a resident of Boston.

## **BOSTON HERALD**

- A reporter asked the status of the search for a permanent CEO at Massport and was sent this comment: “The Search Committee for the Massport CEO position is in the process of evaluating a diverse pool of candidates. No finalists or applicants have been publicly identified.”

## **WBZ-TV**

- A reporter with this outlet requested the driving record for a resident of Fall River. This request is pending.

## **WWLP**

- A reporter requested information regarding an I-91/I-391 ramp in Chicopee. A tractor trailer was involved in a crash on this ramp yesterday. The reporter was provided with information on signage at this ramp, and advised to contact law enforcement for crash details.
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**From:** [Deveney, Erin \(DOT\)](#)  
**To:** [Johnson, Selina \(DOT\)](#); [Depina, Felisberta \(DOT\)](#)  
**Cc:** [Dearing, Michael \(DOT\)](#); [Lavoie, Sara \(DOT\)](#); [Spriggs, Nicole \(DOT\)](#)  
**Subject:** Sarah Guarino-Immediate Start  
**Date:** Wednesday, May 29, 2019 5:23:10 PM

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Hi-

We just received notice that the only person that we have left working in facial recognition will be out of the office for the next 2 months.

Please do everything that needs to be done to get an immediate start date for Sarah Guarino, who was offered and has accepted a position as a facial recognition analyst.

Also, we will need to know if we need to create 2 out-of-title opportunities for the 2 CSR IIIs working in Enforcement, as 1 needs to backfill a void created by an ATLAS resource issue and the other will need to help support FR from 6/3-7/31/19.

**Michael**-We have asked HR to prioritize finding a replacement for Sarah, but we can't wait for that process. I think you may need to look at whether you can pull in a CSR II, or a III or IV with cash experience, from another district to help Chris.

Thank you for prioritizing this critical issue.

*Erin Deveney*

Registrar of Motor Vehicles  
MassDOT RMV Division  
10 Park Plaza, Suite 6620  
Boston, Massachusetts 02116  
(o) 857-368-9460  
[erin.deveney@dot.state.ma.us](mailto:erin.deveney@dot.state.ma.us)

**From:** [Riley, Judith \(DOT\)](#)  
**To:** [Goddard, Jacquelyn \(DOT\)](#); [Pesaturo, Joe D \(MBTA\)](#); [Marvin, Patrick \(DOT\)](#); [Battiston, Lisa \(DOT\)](#)  
**Subject:** EOD May 29 Final Draft  
**Date:** Wednesday, May 29, 2019 5:00:47 PM

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- Multiple media outlets reported major delays this morning on the Kingston/Plymouth commuter rail line after a railroad trespasser was struck and killed by a Boston-bound train. The engineer of Kingston Line Train #032 brought the train to a stop at Main Street in Hanson after the trespasser strike shortly before 6 a.m. Transit Police said in a statement: “A male, age unknown at this time, while trespassing on the right of way in the vicinity of 1070 Main Street was struck by an inbound commuter rail train. Foul play is not suspected.” Hanson police shut down Route 27, which is near the tracks, from Elm to Phillips streets for the investigation. The road was closed for several hours. After the state medical examiner’s office removed the body, regularly scheduled service on the Kingston-Plymouth Line resumed just before 9 a.m.

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    - data scraping software/technology
    - predictive policing technology
    - aircraft, including UAVs
    - wiretapping equipment
    - Range-R devices and/or any other devices that can detect and/or measure the presence and number of people/objects through walls
    - long-range microphones
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Date written, Court of jurisdiction, License state, License class, CDL license holder (Y/N), Vehicle information (Plate type, Plate State, Vehicle Make/Model/Year/Color), CDL Vehicle (Y/N), Vehicle carrying capacity of 16 or more passengers (Y/N), Hazardous material placard vehicle(Y/N), Crash involved (Y/N),Assessment for each violation, Total due.”

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- A reporter requested the driving record and the “personal driving history” for a resident of Boston. The “personal driving history” includes any incidents where the driver was found at fault or not at fault. This request is pending.

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**From:** [Riley, Judith \(DOT\)](#)  
**To:** [Battiston, Lisa \(DOT\)](#); [Bernice Freedman](#); [Goddard, Jacquelyn \(DOT\)](#); [Jessen, Klark \(DOT\)](#); [jmehigan@massport.com](#); [Marvin, Patrick \(DOT\)](#); [Pesaturo, Joe D \(MBTA\)](#); [Riley, Judith \(DOT\)](#); [Sam Hooper](#); [Verseckes, Michael \(MBTA\)](#)  
**Subject:** EOD May 29 First Draft  
**Date:** Wednesday, May 29, 2019 4:30:34 PM

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**From:** [Boyle, Christopher \(DOT\)](#)  
**To:** [REDACTED]  
**Subject:** Fwd: Facial rec on attached  
**Date:** Tuesday, May 28, 2019 9:48:40 PM

---

[REDACTED]

Below is what State ID found.

Sergeant Christopher Boyle  
Massachusetts State Police  
Division of Homeland Security and Preparedness  
Fraud Identification Unit  
[10 Park Plaza, 2<sup>nd</sup> Floor](#)  
[Boston, MA 02116](#)  
[christopher.p.boyle@dot.state.ma.us](mailto:christopher.p.boyle@dot.state.ma.us)  
cell: [781-738-7286](tel:781-738-7286)



Begin forwarded message:

**From:** [REDACTED]  
**Date:** May 28, 2019 at 6:42:35 PM EDT  
**To:** [REDACTED]  
**Subject:** Re: Facial rec on attached

RE: MA [REDACTED] /FBI# [REDACTED].

[REDACTED]

No new records or names were found.

[REDACTED]

Thanks

[Redacted]  
[Redacted]  
[Redacted]  
[Redacted]  
[Redacted]  
[Redacted]

---

**From:** [Redacted]  
**Sent:** Tuesday, May 28, 2019 9:01 AM  
**To:** [Redacted]  
**Subject:** Fw: Facial rec on attached

[Redacted]  
[Redacted]  
[Redacted]  
[Redacted]  
[Redacted]  
[Redacted]

---

**From:** [Redacted]  
**Sent:** Tuesday, May 28, 2019 8:29 AM  
**To:** [Redacted]  
[Redacted]  
**Subject:** FW: Facial rec on attached

Good Morning,

[Redacted]  
[Redacted]  
[Redacted]

Respectfully,

[Redacted]  
[Redacted]  
[Redacted]  
[Redacted]

[REDACTED]

CONFIDENTIALITY NOTICE: The information contained in this email and any attachment is privileged and confidential law enforcement information. If you are not the intended recipient, you are hereby notified that any disclosure, dissemination, or copying of this communication is strictly prohibited. If you have received this email in error, please call (978) 451-3700 immediately.

-----Original Message-----

From: Commonwealth Fusion Center (POL)

Sent: Tuesday, May 28, 2019 8:13 AM

To: [REDACTED]@mass.gov>

Subject: RE: Facial rec on attached

Good Morning,

I have ran [REDACTED] through facial recognition with one potential result - [REDACTED]  
[REDACTED] The license expired in 2011.

NY and NJ have request forms that I will submit on your behalf. However, these forms require a case ID number and a brief description of the case (ie: narcotics investigation, identify fraud investigation). Please let me know the case number and a brief description and I will forward the request.

According to our policy, please contact the MSP Fraud Identification Unit with your original request.

\*Disclaimer: The result of a face recognition search is provided by the CFC only as an investigative lead and IS NOT TO BE CONSIDERED A POSITIVE IDENTIFICATION OF ANY SUBJECT. Any possible connection or involvement of any subject to the investigation must be determined through further investigation.\*

Respectfully,

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

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-----Original Message-----

From: [REDACTED] <[REDACTED]@mass.gov>

Sent: Sunday, May 26, 2019 3:02 PM

To: Commonwealth Fusion Center (POL) <[fusion@pol.State.MA.US](mailto:fusion@pol.State.MA.US)>

Subject: Facial rec on attached

[REDACTED]

**From:** [Boyle, Christopher \(DOT\)](#)  
**To:** [REDACTED]  
**Subject:** Fwd: Facial rec on attached  
**Date:** Tuesday, May 28, 2019 9:47:38 PM  
**Attachments:** [REDACTED]

---

Danny,

Please look into this one in the morning.

Thanks,

Chris

Sergeant Christopher Boyle  
Massachusetts State Police  
Division of Homeland Security and Preparedness  
Fraud Identification Unit  
[10 Park Plaza, 2<sup>nd</sup> Floor](#)  
[Boston, MA 02116](#)  
[christopher.p.boyle@dot.state.ma.us](mailto:christopher.p.boyle@dot.state.ma.us)  
cell: [781-738-7286](tel:781-738-7286)

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** Re: Facial rec on attached  
**Date:** Tuesday, May 28, 2019 6:42:37 PM

---

RE: MA [REDACTED] /FBI# [REDACTED].

[REDACTED]  
[REDACTED]

No new records or names were found.

[REDACTED]  
[REDACTED]

Thanks

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Tuesday, May 28, 2019 9:01 AM  
**To:** [REDACTED]  
**Subject:** Fw: Facial rec on attached

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

---

From: [REDACTED] (POL)



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Subject: FW: Facial rec on attached

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[REDACTED]

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To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>

Subject: Facial rec on attached

In MA, NY, NJ please

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [Mulcahy, Sheila \(DOT\)](#); [Burke, Robin \(DOT\)](#)  
**Subject:** Active Requisitions by HR Owner as of 05/28/19  
**Date:** Tuesday, May 28, 2019 2:13:47 PM  
**Attachments:** [Active Requisitions as of 5-28-19 by HR Owner.xlsx](#)  
[image001.png](#)

---

Good Morning Sheila and Robin,

Here is the current active requisitions for the Talent Acquisition staff. Please let me know if you have any questions about the report.

Thanks,

**Robert Dionne, SHRM-CP**  
**Massachusetts Department of Transportation**  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8545 | Fax 857.368.0601



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**From:** [Range, Scott \(POL\)](#)  
**To:** [Boyle, Christopher \(POL\)](#)  
**Subject:** FW: Boston PD loud party call and the "Fatal Error", the interaction with an Officer trained in Identifying the Impostor  
**Date:** Tuesday, May 28, 2019 1:50:00 PM  
**Attachments:** [Boston PD loud party Impostor previously deported with PA Drivers License-Ruddy report.pdf](#)

---

---

**From:** Scott, James [mailto:JScott@sauguspd.com]  
**Sent:** Tuesday, May 28, 2019 1:44 PM  
**Subject:** Boston PD loud party call and the "Fatal Error", the interaction with an Officer trained in Identifying the Impostor

Hi Team, great collar here by Joshua who has a great understanding of the program and remembered his previous interaction with this known Impostor. Plus the PA License which we all know and love only helps us even more. It has become such a huge red flag for us. For the new guys to the program, our Mass facial recognition and a previous revoked identity for "Comp Fraud" is forcing many of our Impostors who want to stay in Mass to go out of State and try and obtain a License or State ID in another State.

For a State to not have this tool you are missing out on another level of security. Then imagine all the State's talking to each other like "Jimmys big card game" that was illustrated at the Conference.

Nice job Joshua, why didn't the wanted drug dealer stay in the back room is beyond me. They must think they have all of us fooled! They are wrong.

Off. James Scott, Saugus MA PD, Ret-SMSgt, Security Forces, USAFR  
Identity Theft Expert/Instructor of the Universal Identity Theft Recognition Program called "Identifying the Impostor".

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [Spengler, Mark \(DOT\)](#); [Constantine, Rashida \(DOT\)](#); [Johnson, Selina \(DOT\)](#)  
**Cc:** [Knosp, Matthew \(DOT\)](#); [Mulcahy, Sheila \(DOT\)](#); [Nguyen, Sylvia \(DOT\)](#); [Taylor, Robert J. \(DOT\)](#)  
**Subject:** FTE CAP vs Current FTE Report as of  
**Date:** Tuesday, May 28, 2019 1:48:30 PM  
**Attachments:** [CAP vs Actuals vs In-Process Report 5-28-19.xlsx](#)  
[image001.png](#)

---

Good Afternoon All,

Please see the latest run of the FTE Cap vs Current FTE and In flight Requisitions. Please let me know if you have any questions regarding this report.

**Robert Dionne, SHRM-CP**  
**Massachusetts Department of Transportation**  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8545 | Fax 857.368.0601



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**From:** [DeLeon, Pamela \(DOT\)](#)  
**To:** [Knosp, Matthew \(DOT\)](#); [Spengler, Mark \(DOT\)](#); [Constantine, Rashida \(DOT\)](#); [Johnson, Selina \(DOT\)](#); [Depina, Felisberta \(DOT\)](#); [Burke, Robin \(DOT\)](#); [Seitz, Alaina \(DOT\)](#); [Rivera, Alvin \(DOT\)](#); [Leisner, Scott \(DOT\)](#); [Bouchard, Candida \(DOT\)](#); [Lazic, Boris \(DOT\)](#)  
**Cc:** [Mulcahy, Sheila \(DOT\)](#)  
**Subject:** RE: Position Control Weekly Meeting  
**Date:** Tuesday, May 28, 2019 1:31:33 PM  
**Attachments:** [Position Control Meeting 5.28.xlsx](#)

---

-----Original Appointment-----

**From:** DeLeon, Pamela (DOT)

**Sent:** Friday, April 19, 2019 3:02 PM

**To:** Knosp, Matthew (DOT); DeLeon, Pamela (DOT); Spengler, Mark (DOT); Constantine, Rashida (DOT); Johnson, Selina (DOT); Depina, Felisberta (DOT); Burke, Robin (DOT); Seitz, Alaina (DOT); Rivera, Alvin (DOT); Leisner, Scott (DOT); Bouchard, Candida (DOT); Lazic, Boris (DOT)

**Cc:** Mulcahy, Sheila (DOT)

**Subject:** Position Control Weekly Meeting

**When:** Tuesday, May 28, 2019 1:30 PM-2:00 PM (UTC-05:00) Eastern Time (US & Canada).

**Where:** DOT Conference, 10PP #3170 Coffey

**From:** [Boyle, Christopher \(DOT\)](#)  
**To:** [REDACTED]  
**Subject:** FW: Possible ID Fraud - Ref: [REDACTED]  
**Date:** Tuesday, May 28, 2019 10:05:00 AM  
**Attachments:** [REDACTED]

---

**From:** Commonwealth Fusion Center (POL)

**Sent:** Friday, May 24, 2019 12:47 PM

**To:** [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

**Subject:** Possible ID Fraud - Ref: [REDACTED]

Good Afternoon,

Reference SharePoint Activity Log #: [REDACTED]

Please see below and attached. Facial Recognition performed on the attached photograph of [REDACTED] [REDACTED] submitted by the Massachusetts State Police [REDACTED] resulted in the identification of two possible matches:

[REDACTED]  
DOB: [REDACTED]  
OLN: [REDACTED]

[REDACTED]  
DOB: [REDACTED]  
OLN: S [REDACTED]

All supporting documentation attached for review. Same was forwarded to the requesting Trooper, along with contact information for the MSP Fraud ID Section.

Respectfully,

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]

---

**From:** [REDACTED] [@usdoj.gov](mailto:[REDACTED]@usdoj.gov)>

**Sent:** Friday, May 24, 2019 12:12 PM

**To:** Commonwealth Fusion Center (POL)

**Subject:** Facial rec request

[image1.jpeg]

Could you please try facial rec

[REDACTED] possibly

[REDACTED]

Thank you

[REDACTED]

[REDACTED]

Sent from my iPhone



**From:** [REDACTED]  
**To:** [Commonwealth Fusion Center \(POL\);](#) [REDACTED]  
**Subject:** RE: MA STATE ID-MA [REDACTED] FB [REDACTED] CONFIRMED ALTERED IN CUSTODY NYPD  
**Date:** Tuesday, May 28, 2019 9:29:25 AM  
**Attachments:** [image001.png](#)  
[image002.png](#)

---

[REDACTED]

[REDACTED]

[REDACTED]



***“Adversity does not build character, it reveals it.”***

This communication and any accompanying documents contain information from the NEW YORK CITY POLICE DEPARTMENT which may be confidential and/or privileged. The information is intended for the exclusive use by the individual(s) or entity named in the "To" line. If you are not the intended recipient, be warned that disclosure, copying, distribution, or any other use of the contents of this transmission is prohibited. If you have received this message in error, please notify this office by telephone.

---

**From:** Fusion (POL) [mailto:fusion@state.ma.us]  
**Sent:** Tuesday, May 28, 2019 9:23 AM  
**To:** [REDACTED]  
**Subject:** RE: MA STATE ID-MA [REDACTED] FB [REDACTED] CONFIRMED ALTERED IN CUSTODY NYPD

Good Morning,

I found a potential match of [REDACTED] (DOB [REDACTED]). Please see the attached R1.

The result of a face recognition search is provided by the CFC only as an investigative lead and IS NOT TO BE CONSIDERED A **POSITIVE** IDENTIFICATION OF ANY SUBJECT. Any **possible** connection or involvement of any subject to the investigation must be determined through further investigation.

Let me know if you need anything else!

Respectfully,

[REDACTED]

[REDACTED]



From [REDACTED]@map.uscourts.gov [REDACTED]@map.uscourts.gov

Sent: Monday, May 27, 2019 10:41 PM

To: [REDACTED]@sauguspd.com

Cc: [REDACTED]@pol.state.ma.us; Boyle, Christopher (DOT)

<Christopher.P.Boyle@dot.state.ma.us>; [REDACTED]@pol.state.ma.us;

Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>; [REDACTED]

[REDACTED]@state.gov; [REDACTED]@nespin.riss.net; [REDACTED]

[REDACTED]@nypd.org

Subject: Re: MA STATE ID-MA [REDACTED] FBI- [REDACTED] CONFIRMED ALTERED IN CUSTODY NYPD

[REDACTED]

[REDACTED] a/k/a [REDACTED]

DOB: [REDACTED]

FBI#: [REDACTED] (FBI [REDACTED] has been consolidated with # [REDACTED])

MA PCF#: [REDACTED]

MA SID#: [REDACTED]

MA PCF#: [REDACTED]

Name used in supervision: [REDACTED] Last address under supervision:

[REDACTED], Massachusetts 01605 (Worcester County)

Phone Residence: [REDACTED]

Phone Mobile: [REDACTED]

Phone Mobile: [REDACTED]

Phone Mobile: [REDACTED] (Primary Contact)

[REDACTED] Date: [REDACTED]

Height: [REDACTED]  
Weight 160

[REDACTED]

[REDACTED] Origin  
Register/Marshal's No: [REDACTED]  
FBI Number/UCN: [REDACTED]

[REDACTED]

ICE No:  
DNA No:

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]@sauguspd.com>

To: Mass Fusion Center Email or Phone <fusion@pol.state.ma.us>

Cc: [REDACTED]  
[REDACTED]

Date: 05/27/2019 08:17 PM

Subject: MA STATE ID-MA [REDACTED] FB [REDACTED] CONFIRMED ALTERED IN CUSTODY NYPD

---

Hi Fusion, no hurry. [REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Chris and Carl, any input of the prints appreciated.

[REDACTED]  
[REDACTED]  
[REDACTED]

**From:** [Commonwealth Fusion Center \(POL\)](#)  
**To:** [REDACTED]  
**Subject:** RE: MA STATE ID-MA [REDACTED] FBI [REDACTED] CONFIRMED ALTERED IN CUSTODY NYPD  
**Date:** Tuesday, May 28, 2019 9:23:05 AM  
**Attachments:** [REDACTED] - R1.pdf  
[image001.png](#)

---

Good Morning,

I found a potential match of [REDACTED] (DOB [REDACTED]). Please see the attached R1.

**The result of a face recognition search is provided by the CFC only as an investigative lead and IS NOT TO BE CONSIDERED A POSITIVE IDENTIFICATION OF ANY SUBJECT. Any possible connection or involvement of any subject to the investigation must be determined through further investigation.**

Let me know if you need anything else!

Respectfully,

[REDACTED]

[REDACTED]



**From:** [REDACTED]  
**Sent:** Monday, May 27, 2019 10:41 PM  
**To:** [REDACTED]@sauguspd.com>  
**Cc:** [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
**Subject:** Re: MA STATE ID- [REDACTED] FBI- [REDACTED] CONFIRMED ALTERED IN CUSTODY NYPD

[REDACTED]

[REDACTED]

**DOB:** [REDACTED]  
**FBI#:** [REDACTED] (FBI [REDACTED] has been consolidated with [REDACTED])  
**MA PCF#:** [REDACTED]  
**MA SID#:** [REDACTED]  
**MA PCF#:** [REDACTED]

Name used in supervision: [REDACTED] [Last address under supervision:](#)

[REDACTED], Massachusetts 01605 (Worcester County)

Phone Residenc [REDACTED]  
Phone Mobile: [REDACTED]  
Phone Mobile: [REDACTED]  
Phone Mobile: [REDACTED] (Primary Contact)

[REDACTED]

[REDACTED]

[REDACTED]

Alt. Name:

[REDACTED]

[REDACTED]

From:

To: Mass Fusion Center Email or Phone <[fusion@pol.state.ma.us](mailto:fusion@pol.state.ma.us)>

Cc:

[REDACTED]

Date: 05/27/2019 08:17 PM

Subject: MA STATE ID-MA [REDACTED] FBI [REDACTED] CONFIRMED ALTERED IN CUSTODY NYPD

---

Hi Fusion, no hurry.

[REDACTED]

[REDACTED]



**From:** [Commonwealth Fusion Center \(POL\)](#)  
**To:** [REDACTED]  
**Subject:** FW: MA STATE ID-MA [REDACTED] FBI [REDACTED] CONFIRMED ALTERED IN CUSTODY NYPD  
**Date:** Tuesday, May 28, 2019 9:14:23 AM  
**Attachments:** [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[image001.png](#)

---

Good Morning,

[REDACTED]  
[REDACTED]. Let me know if you need any additional information.

Respectfully,

[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]



---

**From:** [REDACTED]@sauguspd.com  
**Sent:** Monday, May 27, 2019 8:17 PM  
**To:** Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>  
**Cc:** [REDACTED]  
[REDACTED]



**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [REDACTED]  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Tuesday, May 28, 2019 7:02:11 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

---

---

**From:** Oracle Business Intelligence  
**Sent:** Tuesday, May 28, 2019 7:00:56 AM (UTC-05:00) Eastern Time (US & Canada)  
**Subject:** DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [REDACTED]@map.uscourts.gov  
**To:** [REDACTED]  
**Subject:** Re: MA STATE ID-MA [REDACTED] FBI [REDACTED] CONFIRMED ALTERED IN CUSTODY NYPD  
**Date:** Monday, May 27, 2019 10:45:44 PM  
**Attachments:** [REDACTED]

---

[REDACTED]

[REDACTED]

**Name used in supervision:** [REDACTED] [Last address under supervision:](#)  
[REDACTED] Massachusetts 01605 (Worcester County)

Phone Residence: [REDACTED]  
Phone Mobile: [REDACTED]  
Phone Mobile: [REDACTED]  
Phone Mobile: [REDACTED] (Primary Contact)

[REDACTED]

Hair Color: Black

Driver Lic. No:  
ICE No:  
DNA No:

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]  
To: Mass Fusion Center Email or Phone <fusion@pol.state.ma.us>  
Cc: [REDACTED]

Date: 05/27/2019 08:17 PM  
Subject: MA STATE ID-MA [REDACTED] FB [REDACTED] CONFIRMED ALTERED IN CUSTODY NYPD

---

Hi Fusion, no hurry [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



**From:** [Burke, Robin \(DOT\)](#)  
**To:** [Mulcahy, Sheila \(DOT\)](#)  
**Subject:** Robin Updates  
**Date:** Sunday, May 26, 2019 8:01:00 PM  
**Attachments:** [image002.png](#)  
[Master List Robin Reqs 05.21.2019.xlsx](#)  
[Book1.xlsx](#)

---

Hello Sheila,

Attached are a document with the status of my current requisitions as well as a list of position numbers that may be used for specific hires/promotions that I'm working on, if needed.

Thank you,  
Robin

**Robin Burke**

**Massachusetts Department of Transportation**

Human Resources  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8505



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**From:** [Gilpin, Kerry \(POL\)](#)  
**To:** [POL-DL-All Users](#)  
**Subject:** MSP Updates  
**Date:** Sunday, May 26, 2019 1:24:07 PM

---

Good afternoon,

This week, the United States Attorney's Office, District of Massachusetts held the 2019 Law Enforcement Public Service Awards at the Federal Reserve Building in Boston. These awards are given annually to a limited number of recipients to recognize their extraordinary commitment to justice and public safety. The Massachusetts State Police was well represented at this year's awards ceremony and the impact of the MSP's role in providing for public safety was apparent to all. This week's roundup will focus on the award recipients and their stories.

An Investigative Excellence Award was presented to the participants of Operation Mean Streets. This multi-agency operation resulted in the largest single federal prosecution of MS-13 in history. It also led to the charging of dozens of MS-13 members and associates responsible for six murders, approximately 20 attempted murders, numerous robberies and multiple acts of drug trafficking, firearm possession and other offenses. MSP members recognized for their efforts were; DLt. Robert Murphy, Lt. Mario Millett, Sgt. Shawn Riley, Tpr. Robert Demeo, Tpr. Brian Estevez, Tpr. Genevieve Gibbons, Tpr. Timothy O'Connor and Tpr. Christopher St. Ives. This operation has led to a notable decrease in violent crime associated with MS-13 in Boston, Chelsea and the surrounding areas.

The MSP was also recognized for the case of U.S. v. Santaniello et al. The MSP collaborated extensively on this investigation into, and prosecution of, five associates of the Genovese crime family in Springfield. The targets were suspected of using force for extortion and debt collection. The MSP recorded multiple meetings between the victims and Genovese crew members, which later became key evidence at trial. In addition, MSP members provided crucial testimony at trial. Four defendants plead guilty and one went to trial unsuccessfully. Receiving an Outstanding Collaboration Investigation award were; Capt. Thomas Murphy (Ret.), DLt. Brendan O'Toole (Ret.), Tpr. Jorge Berrios, Tpr. Shaun Cole, Tpr. Juan Colon, Tpr. Liam Jones, Tpr. Aaron Kane, Tpr. Daniel Soto and Tpr. Michael Joslyn. The dismantling of an increasingly aggressive organized crime crew is sure to yield public safety benefits.

DLt. Kevin O'Neil and Tpr. Brian Simpkins were recognized for their involvement in Operation Blue Express. This collaborative three year investigation resulted in the successful prosecution of nine defendants for money laundering and distribution of heroin, fentanyl and oxycodone and the dismantling of three separate but overlapping drug distribution and money laundering conspiracies operating between Miami and Massachusetts. Investigators conducted a nine month Title III surveillance during the investigation. Due to the thoroughness of the investigation, nine defendants pleaded guilty rather than proceed to trial and four choose to cooperate. The recipients should be proud that their work has helped remove these

dangerous drugs and drug trafficking organizations from the streets.

Assigned to the Fraud Investigation Unit, Tprs. James Thompson and Christina Lucin were awarded an Outstanding Collaborative Investigation award for their assistance to HSI in Operation Double Trouble. This investigation identified 26 targets who were using false identities to collect public assistance, MassHealth, unemployment and housing benefits. Using facial recognition, fingerprint comparisons and database searches, investigators arrested all but three of the targets. One of the targets was found to be a convicted and escaped murderer who had been on the run for over 20 years. The collaboration involved in this case received national recognition and stopped the ongoing identity theft of the victims.

Sgt. Jason Conant and Tpr. Richard Poirier received an Outstanding Collaborative Investigation award for going above and beyond and collaborating seamlessly to develop an airtight case against more than 30 defendants distributing fentanyl and cocaine in the Lawrence area. The team received authorization to intercept 11 telephones over a period of six months. The team also obtained well over 100 search warrants. On the day of the arrest, 30 individuals were arrested and over a dozen search warrants were executed, leading to the seizure of over two kilos of fentanyl. Tpr. Conant provided testimony at many of the detention hearings. Removing two DTOs from the Merrimack Valley and interrupting the supply of fentanyl into the New England area made a real difference and all the involved investigators and support personnel should be proud.

The MSP Internet Crimes Against Children (ICAC) Task Force was given an award for their follow up on a Cyber Tip from Skype which involved an individual trading child pornography. Diligent and skilled investigation by Tpr. John Conron, Tpr. Christopher MacDonald, Tpr. Sean Maloney and Tpr. Robert Smith (Ret.) led to the identity of the subject and the collection of important and disturbing digital evidence. The investigative team was soon able to identify two child victims and coordinated forensic interviews and follow on services for both children. It was determined that the defendant had ingratiated himself with the victim's families and established a position of trust within the families; a trust he then violated in the worst way. The defendant was sentenced to 40 years in federal prison.

MSP members assigned to the FBI Violent Crimes Bank Robbery Task Force have had great success in handling serial bank robbery cases. Since 2014, the USAO has charged over 60 defendants with robbery resulting in convictions and the resolution of over 200 separate robberies. DLt. Mike Grassia, Tpr. Mark Wheeler, Tpr. Steven Wolgemuth, Tpr. Timothy Ahern, Tpr. Elkin Arredondo and Tpr. Michael Hughes all play a critical role in the success of the Task Force. They, along with the other Task Force members, are on call 24/7 and are often called in all hours of the day and night to respond to robberies. Once on scene they take lead roles coordinating the recovery of evidence and the interviews of both bank and civilian witnesses. Their skill and persistence in the investigation of these cases is particularly noteworthy and was deemed to be worthy of the Investigative Achievement Award.

Operation Eagle Eye was an investigation by the Organized Crime Drug Enforcement Task

Force (OCDETF) with assistance from the MSP Drug Units. The investigation identified a DTO operating within Massachusetts, Rhode Island and Maine. The DTO was responsible for distributing large quantities of heroin, fentanyl, cocaine, and methamphetamine and employed numerous couriers and maintained a number of stash houses. During the investigation, the DEA received court authorization to intercept wire and electronic communications of over 76 target devices. These intercepts allowed for investigators to identify members of the DTO and its sources of supply. The enforcement operation resulted in the arrest of 26 individuals, the seizure of \$1.3 million dollars in U.S. currency and assets, 2.5 kilos of fentanyl, 9 kilos of heroin, 10 kilos of cocaine and 5 handguns. Information developed from this investigation has led other investigators to seize 13 kilos of fentanyl in New York and Massachusetts and approximately 2, 000 kilos of cocaine in Puerto Rico. Among the award receipts involved in this case were; DLt. Thomas Quin (posthumously), DLt. Kevin O'Neil, Sgt. Gerald Collins, Sgt. Charles Kane (Ret.) and Sgt. Joe Ross. The numbers in this case are staggering and reflective of the hard work being done each day by narcotics investigators.

The DEA, MSP and Brewster Police Department teamed up in response to a growing threat on Cape Cod. The threat was in the form of two brothers that were operating a significant drug trafficking organization and were responsible for distributing fentanyl, heroin and cocaine from Boston to Cape Cod. Extensive physical surveillance, use of confidential informants and electronic surveillance were successfully used by the investigative team to implicate the brothers and their source of supply. Search and arrest warrants were sought and officers were able to seize six kilos of a mixture of heroin and fentanyl, one kilo of cocaine, two kilogram presses, 4,500 fentanyl pills disguised as 30mg Percocet pills and six firearms. Sgt. Scott McCabe, Tpr. Diana Barnard and Tpr. Marc Powell were honored with an Investigative Achievement Award for their role in removing two of Cape Cod's largest heroin and fentanyl traffickers from the community.

DLt. James Duggan (Ret.) of the MSP Anti-Terrorism Unit received an Investigative Achievement Award for his part in the investigation into online threats sent to the Islamic Society of Boston Cultural Center. The Facebook posts urged the burning of local mosques. This highly technical investigation led to the identity of the poster, a convicted felon. Further investigation revealed the felon was purchasing firearms and was in possession of child pornography. The subject was arrested and convicted, sending a message that the internet is not a consequence free zone for vile threats.

Sgt. John Fanning's sharp investigative skills were recognized as being invaluable to the investigation and prosecution of the former boss of the New England Family of La Cosa Nostra (NELCN) Frank Salemme and NECLN associate Paul Weadick. In 2018, both were charged and convicted of Murder of a Federal Witness and sentenced to life in prison for the 1993 murder of an individual that Salemme and Weadick feared would cooperate with authorities and reveal what he knew about the defendant's criminal activities. Sgt. Fanning's tenacious efforts are to be commended.

Congratulations to each of the above award recipients and those that support them at home and at work. Their commitment and accomplishments serve as an inspiration to the rest of the MSP and demonstrates the selfless service that the MSP provides to the citizens of the Commonwealth.

Respectfully,

Colonel Kerry Gilpin, Deputy Christopher Mason, LTC Dermot Quinn, LTC Scott Warmington, LTC Philip Dowd, LTC Robert Favuzza and CAO Michelle Small

**From:** [Gilpin, Kerry \(POL\)](#)  
**To:** [POL-DL-All Users](#)  
**Subject:** MSP Updates  
**Date:** Sunday, May 26, 2019 1:24:05 PM

---

Good afternoon,

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DLt. Kevin O'Neil and Tpr. Brian Simpkins were recognized for their involvement in Operation Blue Express. This collaborative three year investigation resulted in the successful prosecution of nine defendants for money laundering and distribution of heroin, fentanyl and oxycodone and the dismantling of three separate but overlapping drug distribution and money laundering conspiracies operating between Miami and Massachusetts. Investigators conducted a nine month Title III surveillance during the investigation. Due to the thoroughness of the investigation, nine defendants pleaded guilty rather than proceed to trial and four choose to cooperate. The recipients should be proud that their work has helped remove these

dangerous drugs and drug trafficking organizations from the streets.

Assigned to the Fraud Investigation Unit, Tprs. James Thompson and Christina Lucin were awarded an Outstanding Collaborative Investigation award for their assistance to HSI in Operation Double Trouble. This investigation identified 26 targets who were using false identities to collect public assistance, MassHealth, unemployment and housing benefits. Using facial recognition, fingerprint comparisons and database searches, investigators arrested all but three of the targets. One of the targets was found to be a convicted and escaped murderer who had been on the run for over 20 years. The collaboration involved in this case received national recognition and stopped the ongoing identity theft of the victims.

Sgt. Jason Conant and Tpr. Richard Poirier received an Outstanding Collaborative Investigation award for going above and beyond and collaborating seamlessly to develop an airtight case against more than 30 defendants distributing fentanyl and cocaine in the Lawrence area. The team received authorization to intercept 11 telephones over a period of six months. The team also obtained well over 100 search warrants. On the day of the arrest, 30 individuals were arrested and over a dozen search warrants were executed, leading to the seizure of over two kilos of fentanyl. Tpr. Conant provided testimony at many of the detention hearings. Removing two DTOs from the Merrimack Valley and interrupting the supply of fentanyl into the New England area made a real difference and all the involved investigators and support personnel should be proud.

The MSP Internet Crimes Against Children (ICAC) Task Force was given an award for their follow up on a Cyber Tip from Skype which involved an individual trading child pornography. Diligent and skilled investigation by Tpr. John Conron, Tpr. Christopher MacDonald, Tpr. Sean Maloney and Tpr. Robert Smith (Ret.) led to the identity of the subject and the collection of important and disturbing digital evidence. The investigative team was soon able to identify two child victims and coordinated forensic interviews and follow on services for both children. It was determined that the defendant had ingratiated himself with the victim's families and established a position of trust within the families; a trust he then violated in the worst way. The defendant was sentenced to 40 years in federal prison.

MSP members assigned to the FBI Violent Crimes Bank Robbery Task Force have had great success in handling serial bank robbery cases. Since 2014, the USAO has charged over 60 defendants with robbery resulting in convictions and the resolution of over 200 separate robberies. DLt. Mike Grassia, Tpr. Mark Wheeler, Tpr. Steven Wolgemuth, Tpr. Timothy Ahern, Tpr. Elkin Arredondo and Tpr. Michael Hughes all play a critical role in the success of the Task Force. They, along with the other Task Force members, are on call 24/7 and are often called in all hours of the day and night to respond to robberies. Once on scene they take lead roles coordinating the recovery of evidence and the interviews of both bank and civilian witnesses. Their skill and persistence in the investigation of these cases is particularly noteworthy and was deemed to be worthy of the Investigative Achievement Award.

Operation Eagle Eye was an investigation by the Organized Crime Drug Enforcement Task

Force (OCDETF) with assistance from the MSP Drug Units. The investigation identified a DTO operating within Massachusetts, Rhode Island and Maine. The DTO was responsible for distributing large quantities of heroin, fentanyl, cocaine, and methamphetamine and employed numerous couriers and maintained a number of stash houses. During the investigation, the DEA received court authorization to intercept wire and electronic communications of over 76 target devices. These intercepts allowed for investigators to identify members of the DTO and its sources of supply. The enforcement operation resulted in the arrest of 26 individuals, the seizure of \$1.3 million dollars in U.S. currency and assets, 2.5 kilos of fentanyl, 9 kilos of heroin, 10 kilos of cocaine and 5 handguns. Information developed from this investigation has led other investigators to seize 13 kilos of fentanyl in New York and Massachusetts and approximately 2, 000 kilos of cocaine in Puerto Rico. Among the award receipts involved in this case were; DLt. Thomas Quin (posthumously), DLt. Kevin O'Neil, Sgt. Gerald Collins, Sgt. Charles Kane (Ret.) and Sgt. Joe Ross. The numbers in this case are staggering and reflective of the hard work being done each day by narcotics investigators.

The DEA, MSP and Brewster Police Department teamed up in response to a growing threat on Cape Cod. The threat was in the form of two brothers that were operating a significant drug trafficking organization and were responsible for distributing fentanyl, heroin and cocaine from Boston to Cape Cod. Extensive physical surveillance, use of confidential informants and electronic surveillance were successfully used by the investigative team to implicate the brothers and their source of supply. Search and arrest warrants were sought and officers were able to seize six kilos of a mixture of heroin and fentanyl, one kilo of cocaine, two kilogram presses, 4,500 fentanyl pills disguised as 30mg Percocet pills and six firearms. Sgt. Scott McCabe, Tpr. Diana Barnard and Tpr. Marc Powell were honored with an Investigative Achievement Award for their role in removing two of Cape Cod's largest heroin and fentanyl traffickers from the community.

DLt. James Duggan (Ret.) of the MSP Anti-Terrorism Unit received an Investigative Achievement Award for his part in the investigation into online threats sent to the Islamic Society of Boston Cultural Center. The Facebook posts urged the burning of local mosques. This highly technical investigation led to the identity of the poster, a convicted felon. Further investigation revealed the felon was purchasing firearms and was in possession of child pornography. The subject was arrested and convicted, sending a message that the internet is not a consequence free zone for vile threats.

Sgt. John Fanning's sharp investigative skills were recognized as being invaluable to the investigation and prosecution of the former boss of the New England Family of La Cosa Nostra (NELCN) Frank Salemme and NECLN associate Paul Weadick. In 2018, both were charged and convicted of Murder of a Federal Witness and sentenced to life in prison for the 1993 murder of an individual that Salemme and Weadick feared would cooperate with authorities and reveal what he knew about the defendant's criminal activities. Sgt. Fanning's tenacious efforts are to be commended.

Congratulations to each of the above award recipients and those that support them at home and at work. Their commitment and accomplishments serve as an inspiration to the rest of the MSP and demonstrates the selfless service that the MSP provides to the citizens of the Commonwealth.

Respectfully,

Colonel Kerry Gilpin, Deputy Christopher Mason, LTC Dermot Quinn, LTC Scott Warmington, LTC Philip Dowd, LTC Robert Favuzza and CAO Michelle Small



**From:** [REDACTED] (POL)  
**To:** [REDACTED]  
**Subject:** Re: Possible ID Fraud - Ref [REDACTED]  
**Date:** Friday, May 24, 2019 4:28:10 PM

---

Re: Possible ID Fraud - Ref [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Thanks,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

---

**From:** [REDACTED] (POL)  
**Sent:** Friday, May 24, 2019 1:12 PM  
**To:** [REDACTED] (POL)  
**Subject:** Fwd: Possible ID Fraud - Ref: [REDACTED]

Sent from my iPhone

Begin forwarded message:

**From:** "Commonwealth Fusion Center (POL)" <[fusion@pol.State.MA.US](mailto:fusion@pol.State.MA.US)>  
**To:** [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]  
**Subject: Possible ID Fraud - Ref:** [REDACTED]

Good Afternoon,

Reference SharePoint Activity Log #: [REDACTED]

Please see below and attached. Facial Recognition performed on the attached photograph of [REDACTED], submitted by the Massachusetts State Police [REDACTED] resulted in the identification of two possible matches:

[REDACTED]  
DOB: [REDACTED]

OLN: [REDACTED]

[REDACTED]  
DOB: [REDACTED]

OLN: S [REDACTED]

All supporting documentation attached for review. Same was forwarded to the requesting Trooper, along with contact information for the MSP [REDACTED].

Respectfully,

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

---

**From:** [REDACTED] <[REDACTED]@usdoj.gov>

**Sent:** Friday, May 24, 2019 12:12 PM

**To:** Commonwealth Fusion Center (POL)

**Subject:** Facial rec request

[image1.jpeg]

Could you please try facial rec

[REDACTED]  
[REDACTED]

Thank you



Sent from my iPhone

**From:** [Erica Jones](#)  
**To:** [Trepanier, Michael \(DOT\)](#)  
**Subject:** SMC Membership Increases on June 15; VOX POP Events; Upcoming SMC Workshops and Latest SMC Shows!  
**Date:** Friday, May 24, 2019 1:23:47 PM

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## **UPCOMING EVENTS & WORKSHOPS**

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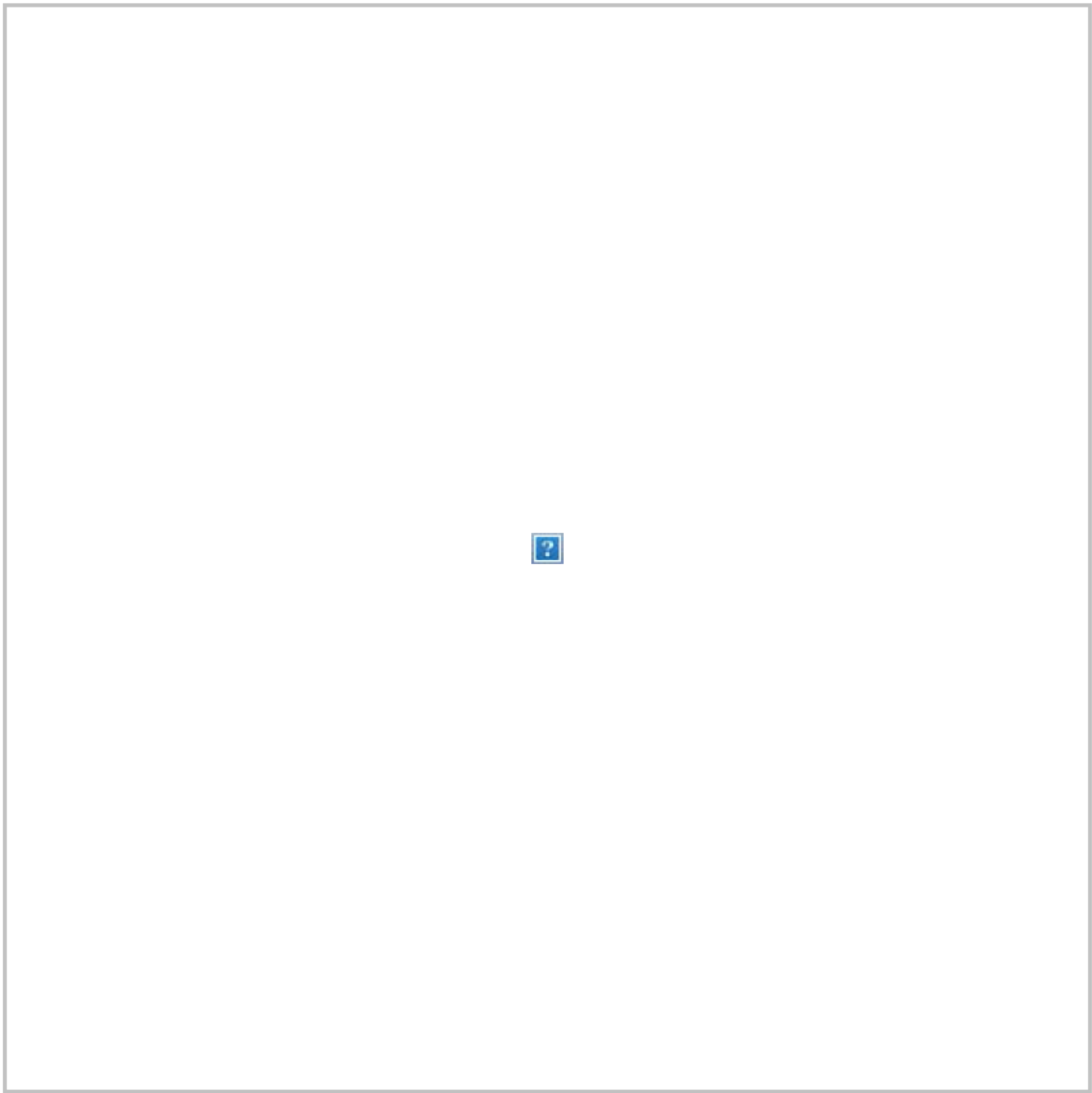
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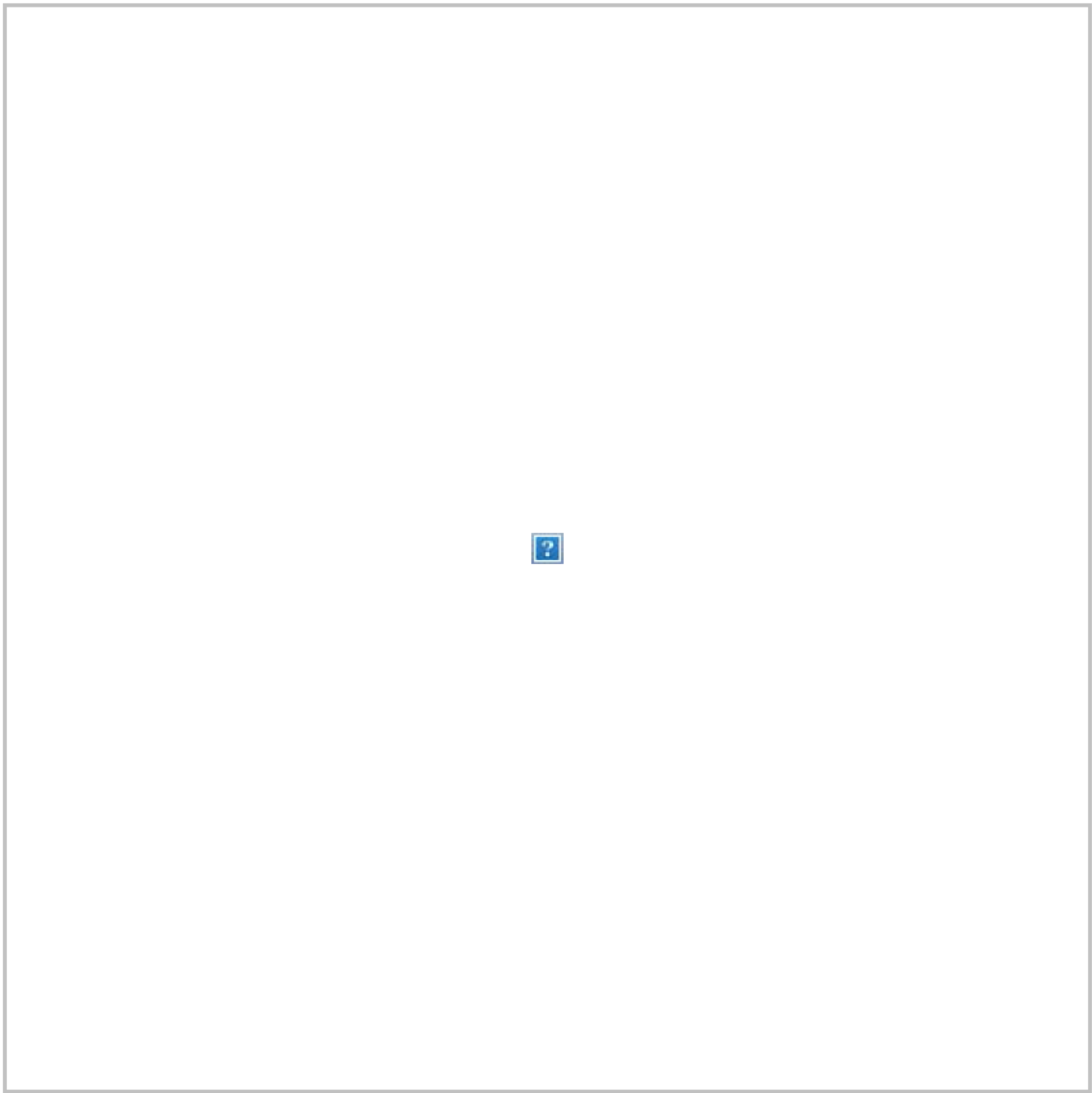
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YOU are a BRAND! What will people's impression of you be based on a Google search? Everything you do online leaves behind breadcrumbs of information about you. What sort of trail are you leaving? FIND OUT! Join WIFVNE's President Alecia Orsini at VOX POP with Somerville Media Center to talk about ways to clean up the crumbs you are leaving on the web and build a strong personal presence!

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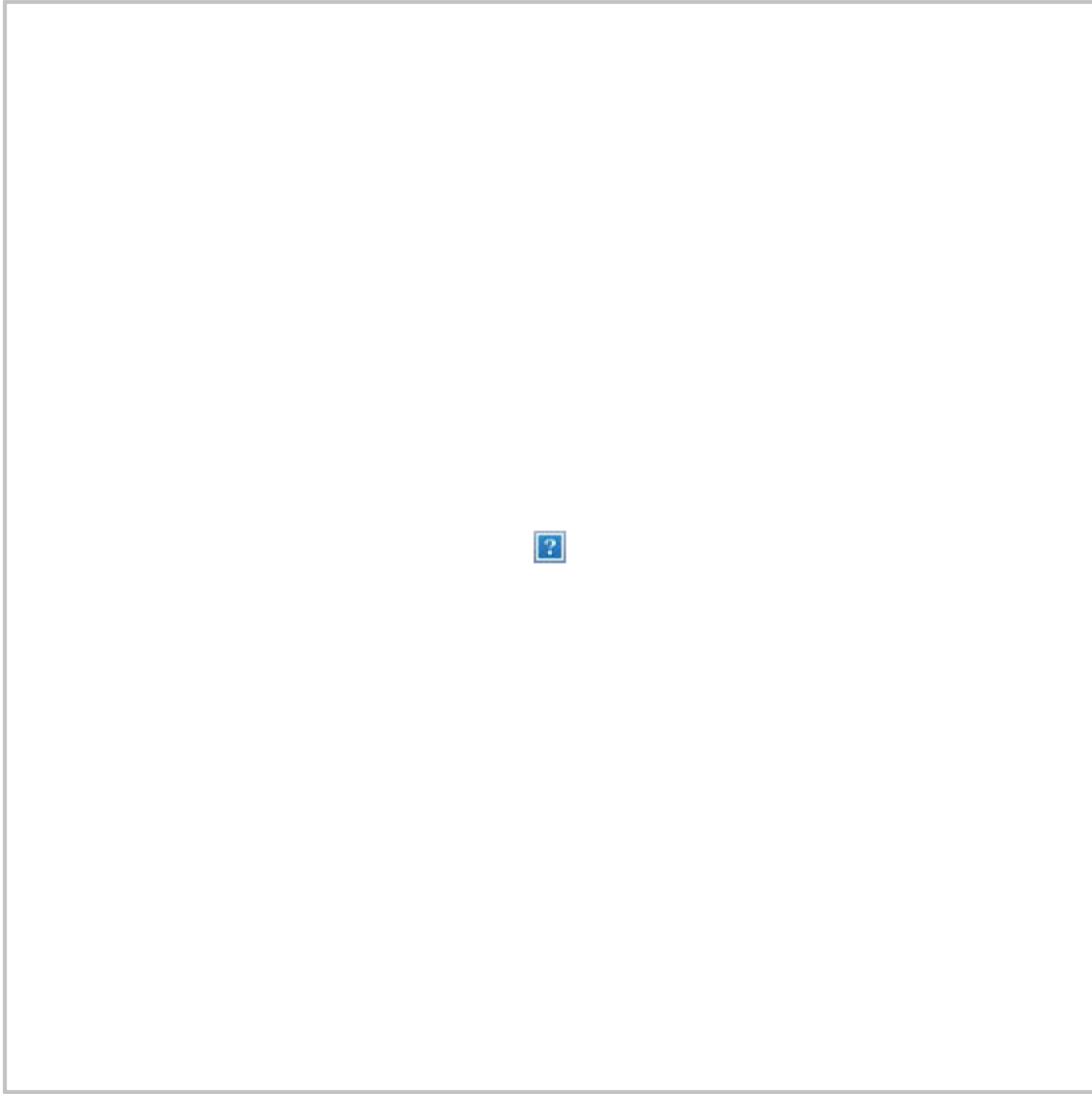
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Schedule of Interviews:

5:00pm: Stacia Kindler, Soma Salon and Spa Aveda

5:30pm: Tanya Croteau, Owner at Assembly Row @barren9ne





**Wicked Wednesdays Author Series with Sam Baltrusis**

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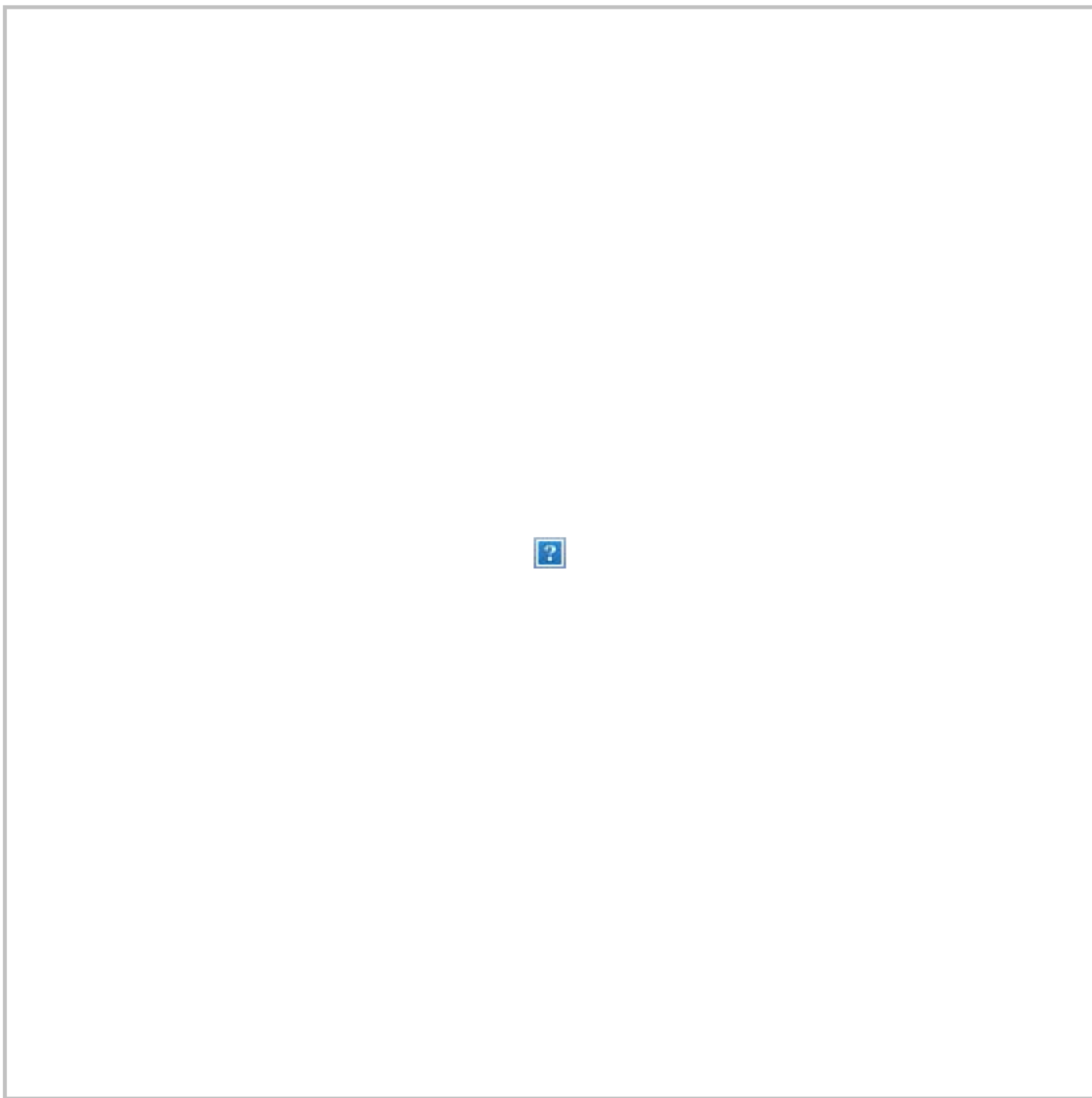
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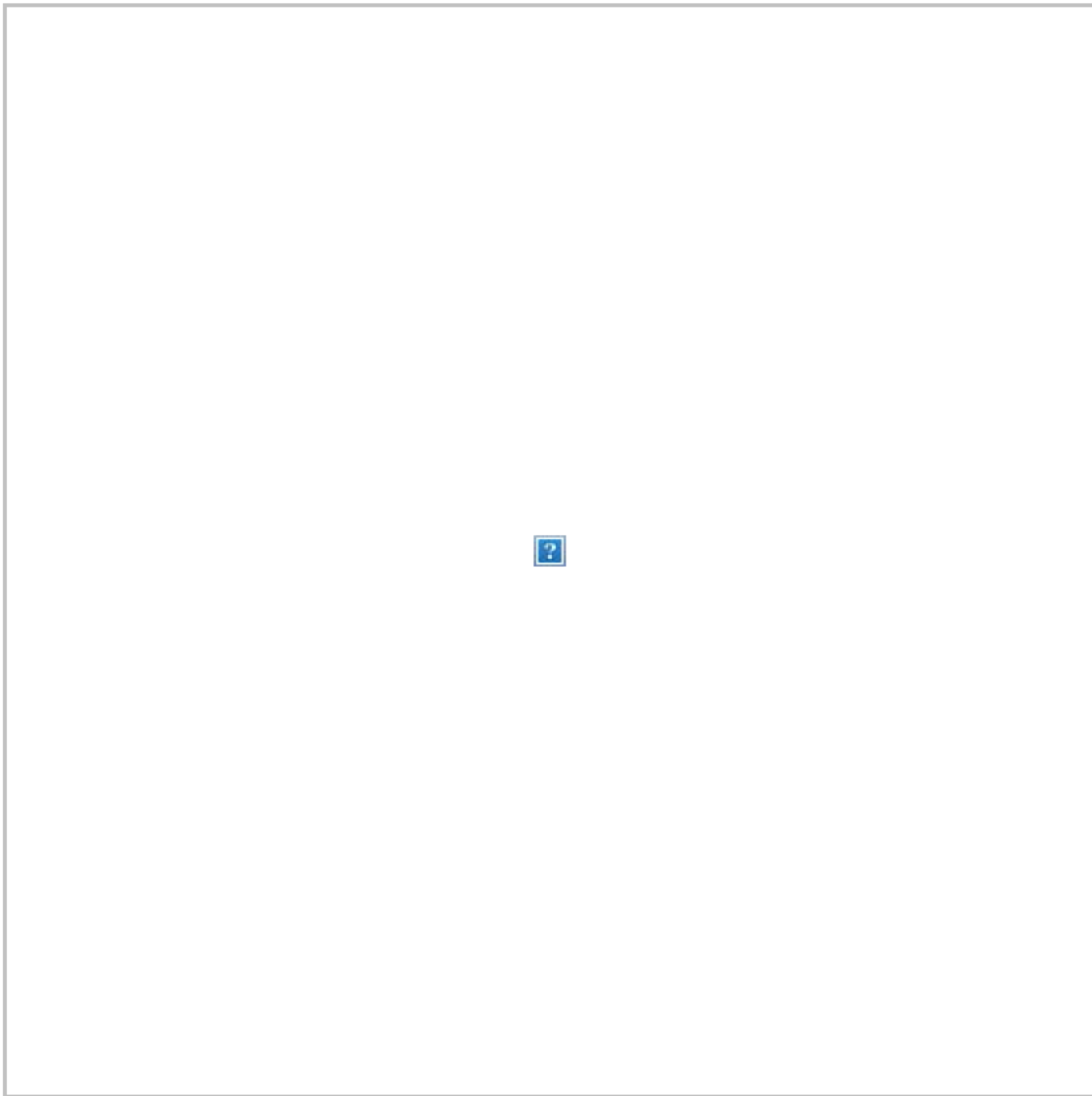
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Date: Saturday, June 22, 10:30am – 12:30pm

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Cost: \$30 for members and \$60 for non-members

[Register online here](#)

Learn Adobe Creative Suite typography tools to take your video productions to the next level. Make templates for titles, lower thirds and over-the-shoulder graphics in Adobe Photoshop and Premiere and learn how alpha channel graphics work. If time allows, the class will end with an introduction to Adobe Illustrator.

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Date: Wednesday, June 19 from 7pm-9pm

Location: [VOX POP \(431 Artisan Way, Assembly Row\)](#)

**How to Submit?** Please fill out this form: <http://bit.ly/roughcutscreening>

This is a safe space for people or groups working on media projects (short films, experimental, podcasts, tv shows, promotional videos, trailers, etc) to present their work to a group for constructive feedback. Please submit one form for each video being screened and note that in order to be fair and respectful of people's time, only up to 5 minutes will be aired. You must submit your video ahead of time in order to be accepted.

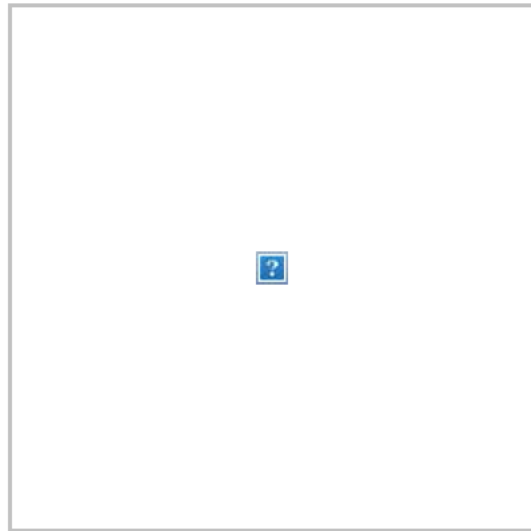
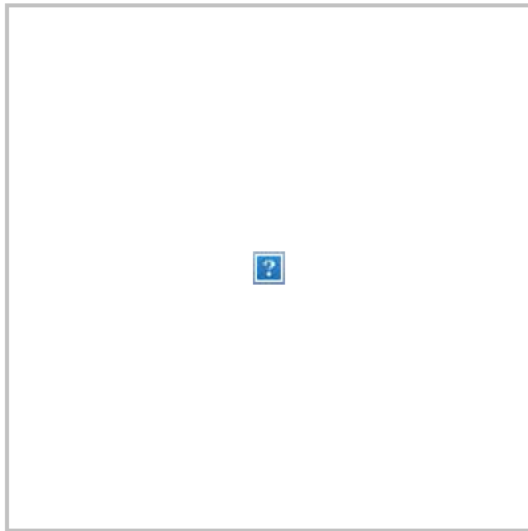
**SMC ART GALLERY EXHIBIT**



Join us at the opening reception for Maria LaCreta, a Somerville artist whose work will be on display at Somerville Media Center from May 20 through June 27. **The Opening Reception is Friday, May 24 from 7:00 - 9:00pm at SMC studios.**

There will be two on-going Art Exhibits that you can enjoy during the Summer. Make sure to check out the “**Boston Landmark Series**” by Meagan O’Brien, who brings to life many of our favorites iconic landmarks in this vibrant drawing series. The other exhibit is the “**History of Community Media in Somerville**” by SMC.

**VOX POP ART GALLERY EXHIBITS**



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All rights reserved.*

**Our mailing address is:**

Somerville Media Center  
90 Union Square  
Somerville, MA 02143  
[somervillemedia.org](http://somervillemedia.org)

**VOX POP Address:**

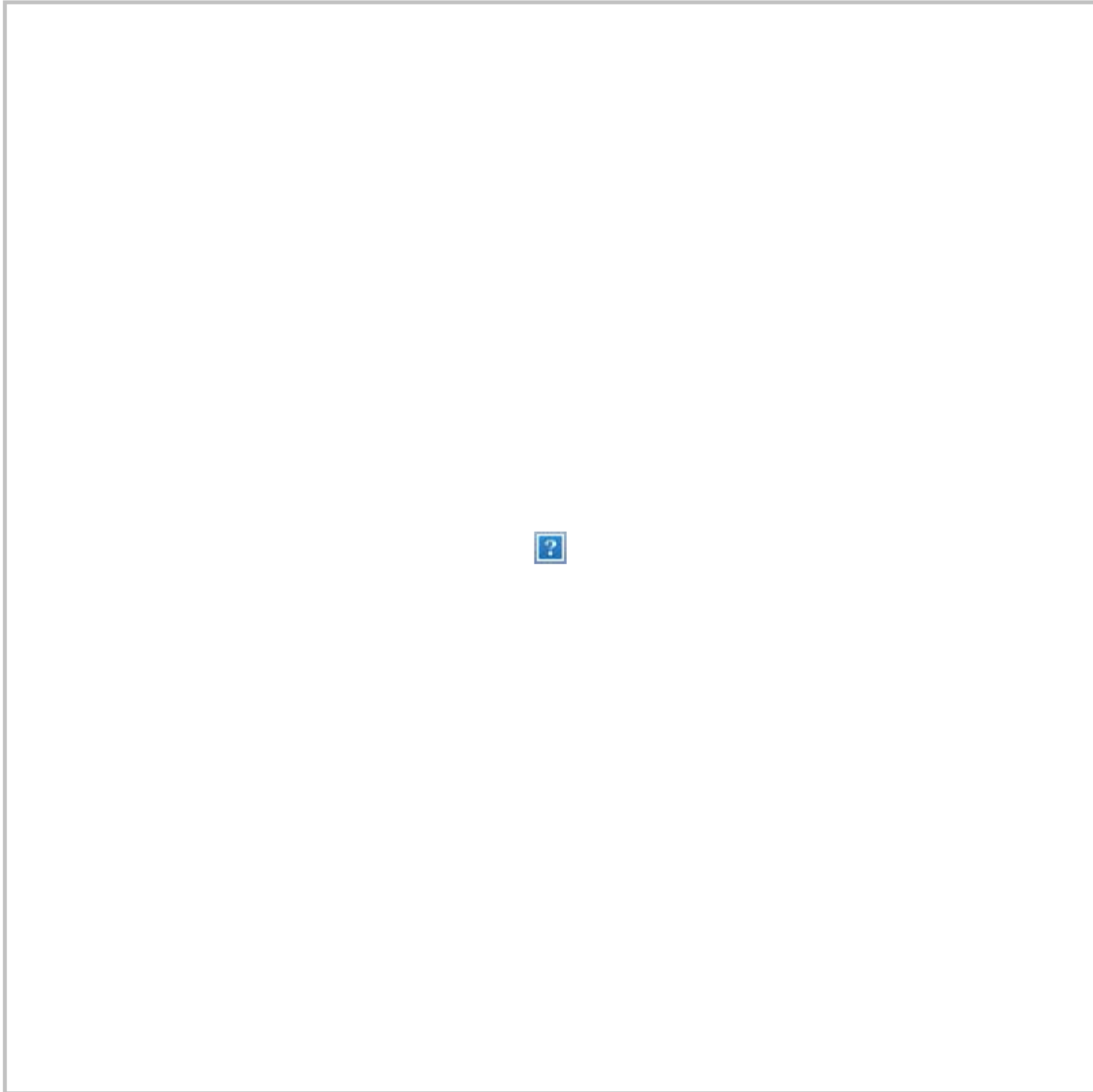
431 Artisan Way, Assembly Row  
Somerville, MA 02145  
[somervillemedia.org/voxpath](http://somervillemedia.org/voxpath)

Want to change how you receive these emails?  
You can [update your preferences](#) or [unsubscribe from this list](#).



**From:** [Erica Jones](#)  
**To:** [Suszynski, Frank G. \(DOT\)](#)  
**Subject:** SMC Membership Increases on June 15; VOX POP Events; Upcoming SMC Workshops and Latest SMC Shows!  
**Date:** Friday, May 24, 2019 1:23:37 PM

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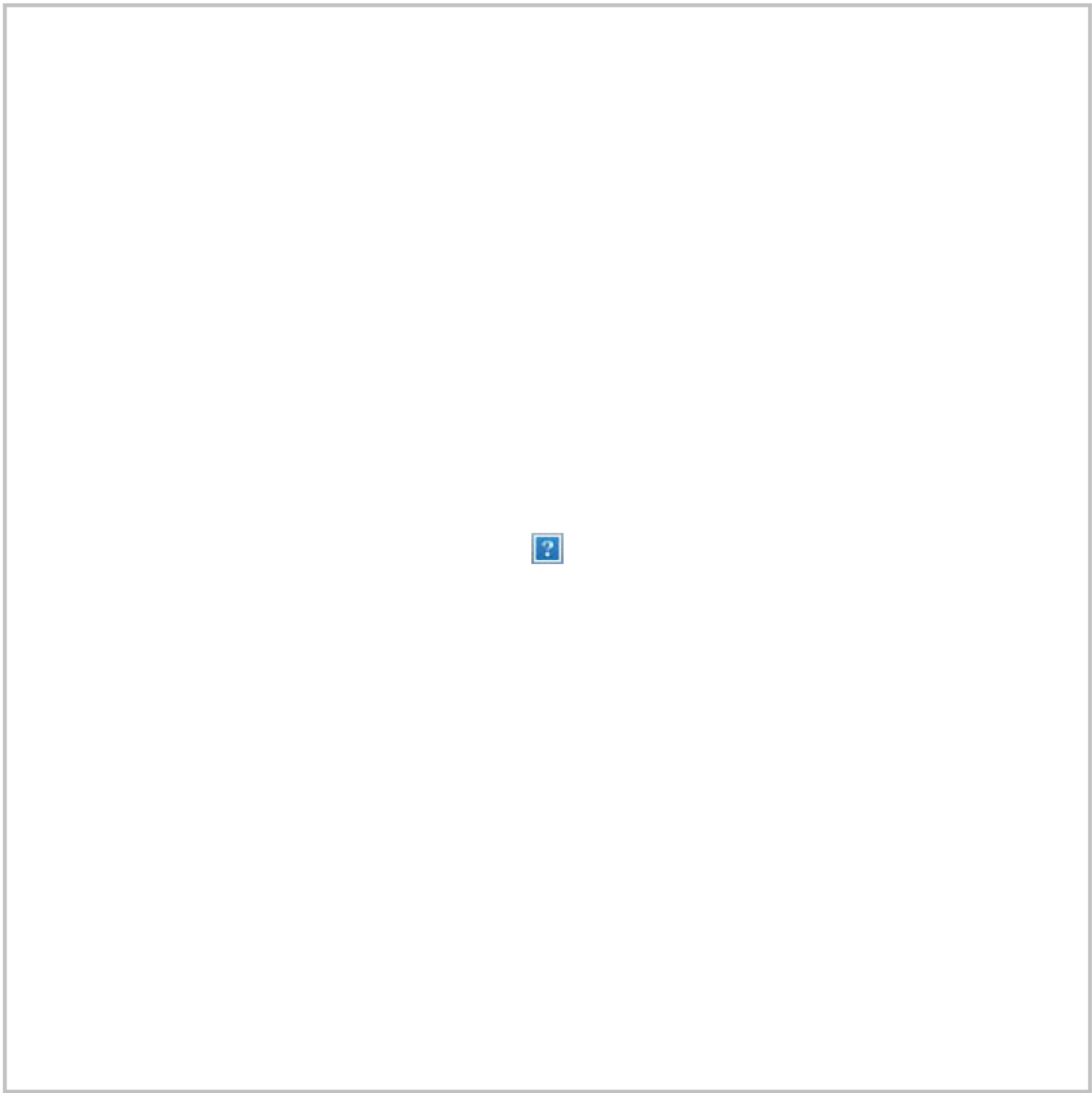
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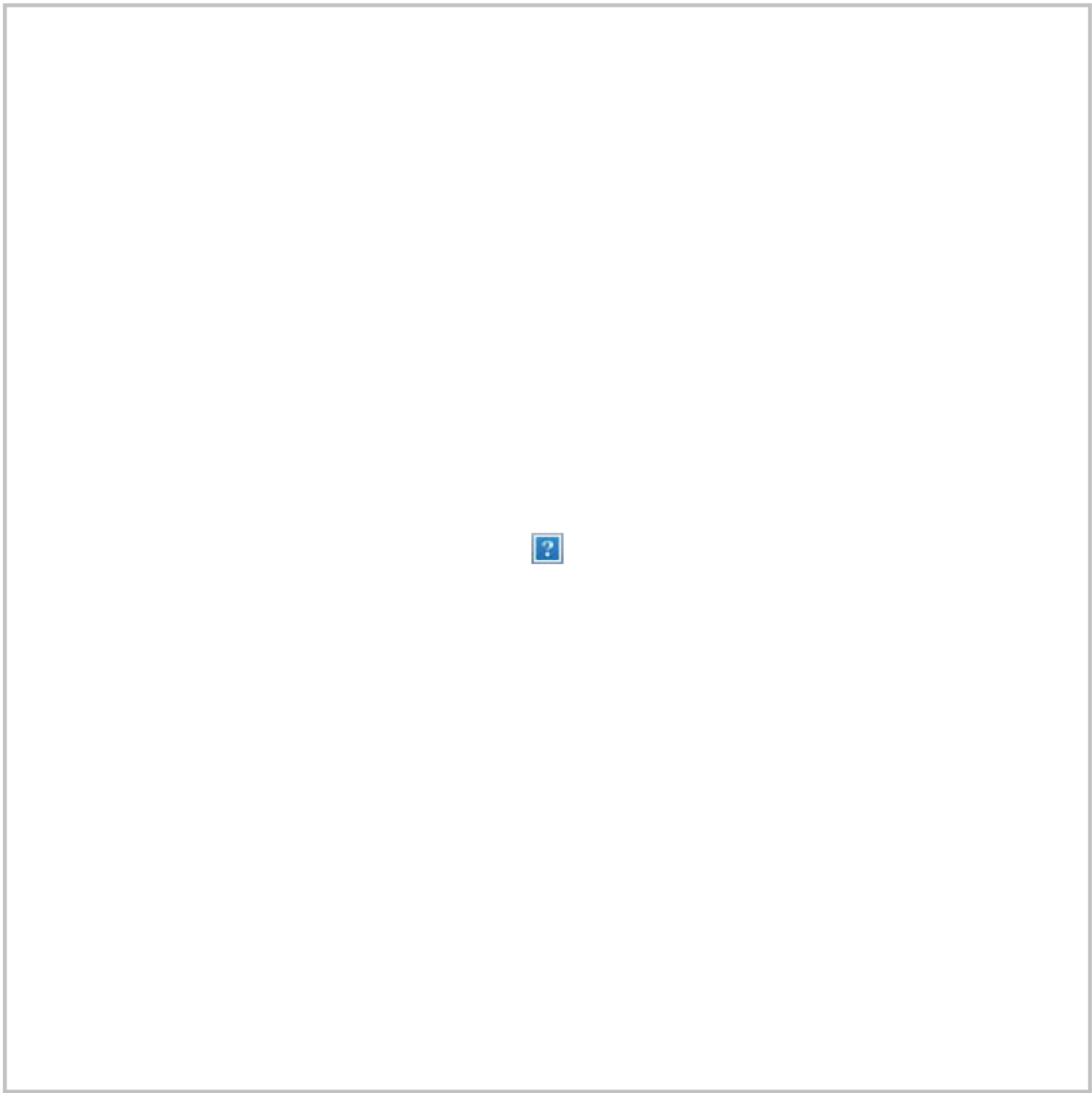
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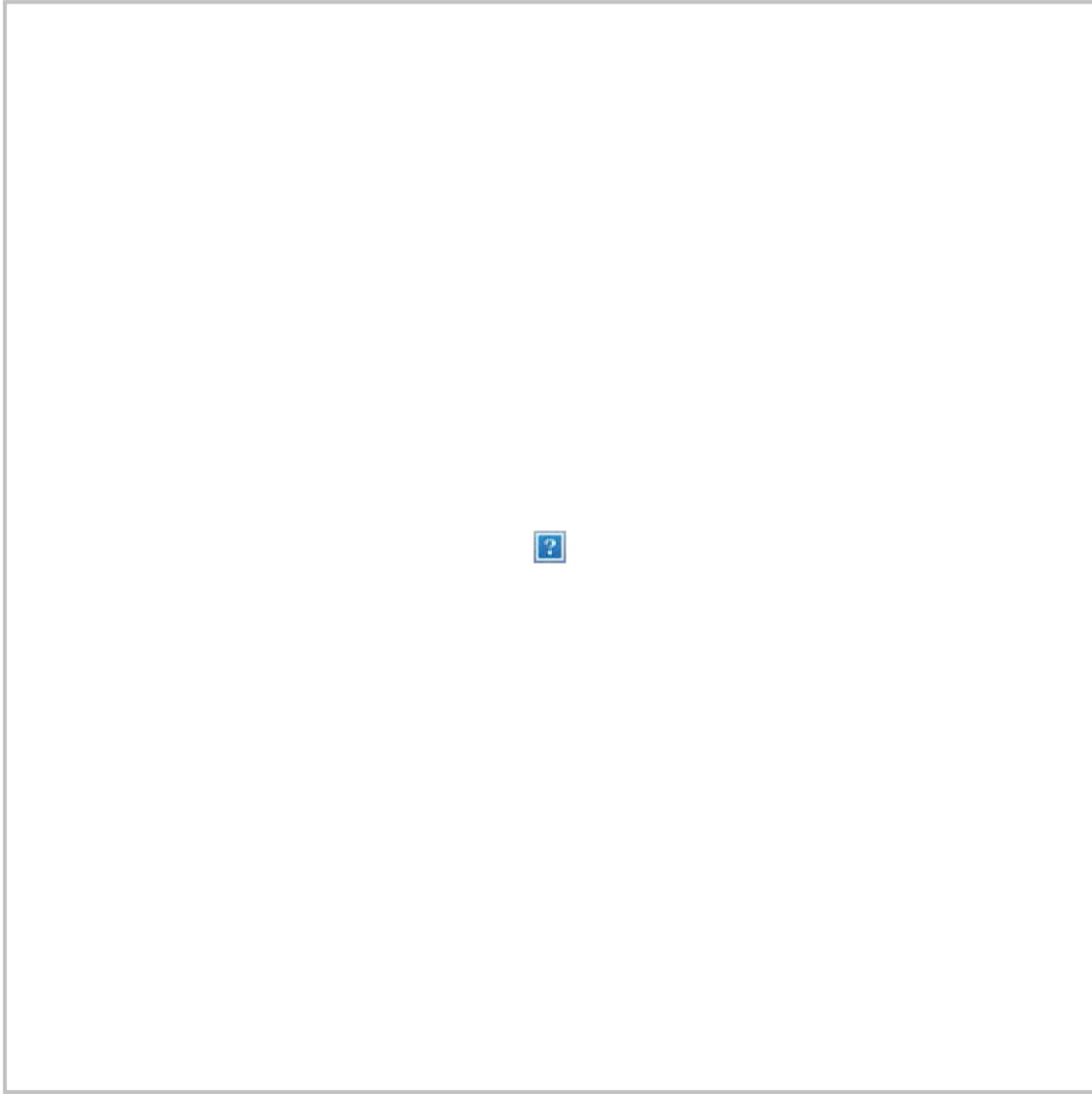
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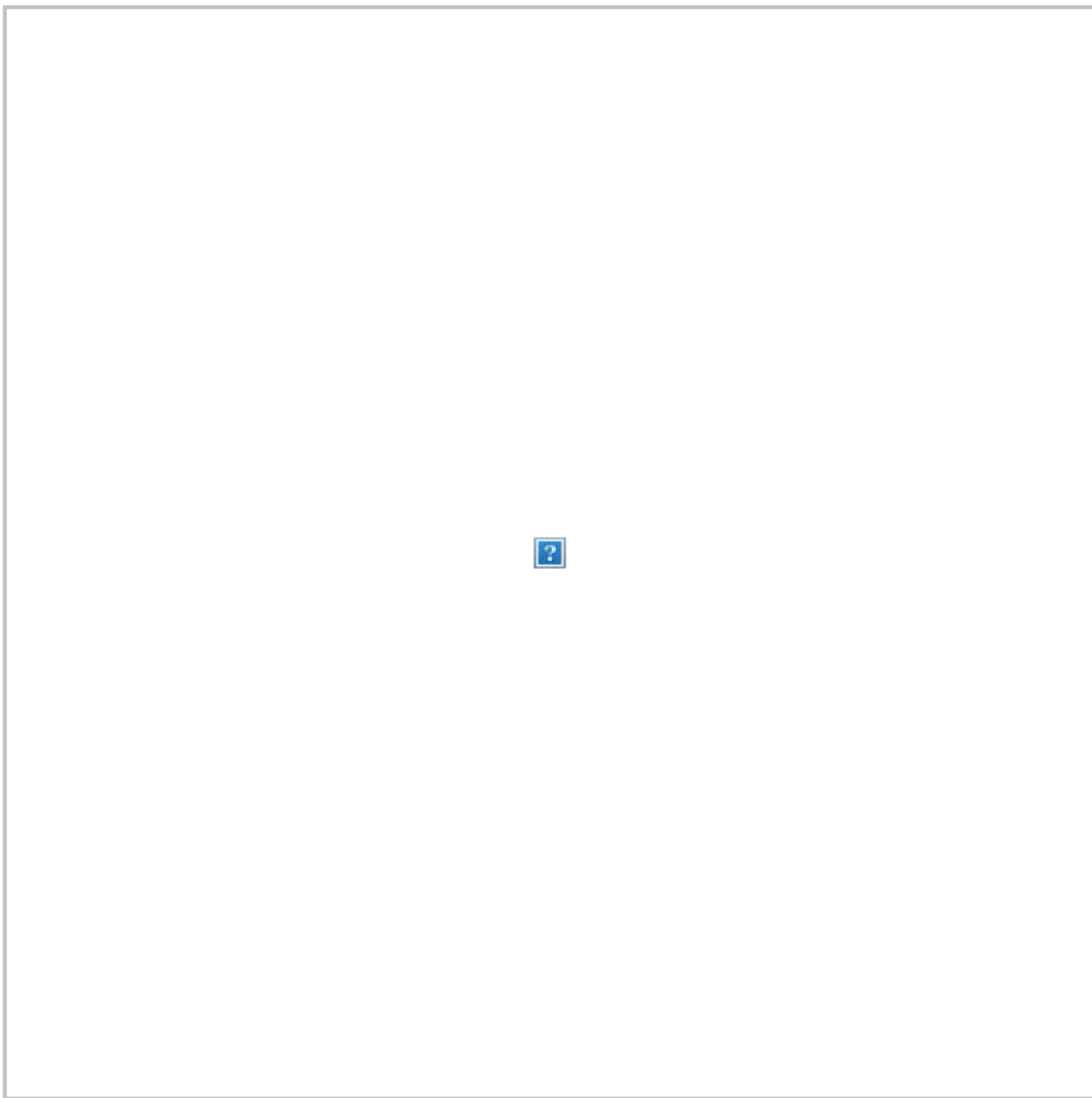
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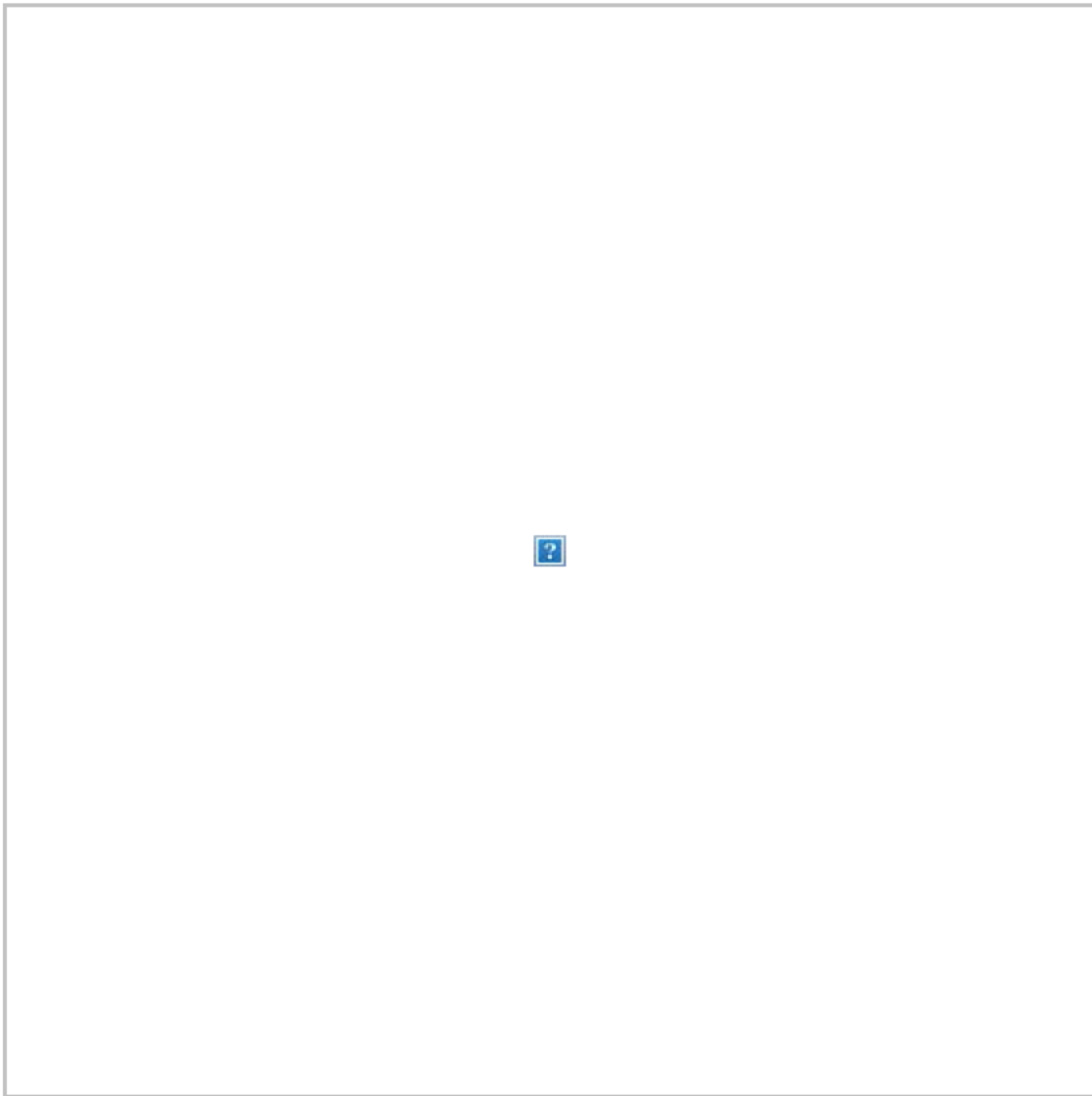
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**How to Submit?** Please fill out this form: <http://bit.ly/roughcutscreening>

This is a safe space for people or groups working on media projects (short films, experimental, podcasts, tv shows, promotional videos, trailers, etc) to present their work to a group for constructive feedback. Please submit one form for each video being screened and note that in order to be fair and respectful of people's time, only up to 5 minutes will be aired. You must submit your video ahead of time in order to be accepted.

**SMC ART GALLERY EXHIBIT**

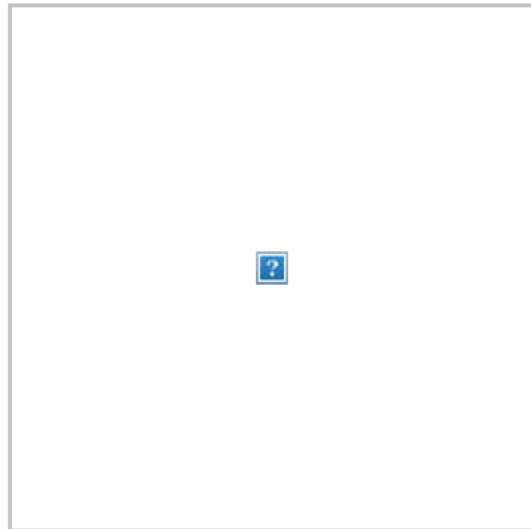
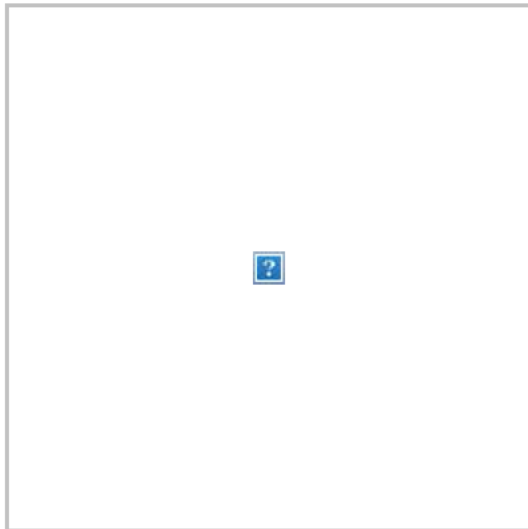




Join us at the opening reception for Maria LaCreta, a Somerville artist whose work will be on display at Somerville Media Center from May 20 through June 27. **The Opening Reception is Friday, May 24 from 7:00 - 9:00pm at SMC studios.**

There will be two on-going Art Exhibits that you can enjoy during the Summer. Make sure to check out the “**Boston Landmark Series**” by Meagan O’Brien, who brings to life many of our favorites iconic landmarks in this vibrant drawing series. The other exhibit is the “**History of Community Media in Somerville**” by SMC.

**VOX POP ART GALLERY EXHIBITS**



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**Our mailing address is:**

Somerville Media Center  
90 Union Square  
Somerville, MA 02143  
[somervillemedia.org](http://somervillemedia.org)

**VOX POP Address:**

431 Artisan Way, Assembly Row  
Somerville, MA 02145  
[somervillemedia.org/voxpath](http://somervillemedia.org/voxpath)

Want to change how you receive these emails?  
You can [update your preferences](#) or [unsubscribe from this list](#).



**From:** [Commonwealth Fusion Center \(POL\)](#)

**To:** [REDACTED]

**Subject:** Possible ID Fraud - Ref: [REDACTED]

**Date:** Friday, May 24, 2019 12:47:20 PM

**Attachments:** [REDACTED]

Good Afternoon,

Reference SharePoint Activity Log #: [REDACTED]

Please see below and attached. Facial Recognition performed on the attached photograph of [REDACTED] submitted by the Massachusetts State Police [REDACTED] resulted in the identification of two possible matches:

[REDACTED]  
DOB: [REDACTED]  
OLN: [REDACTED]

[REDACTED]  
DOB: [REDACTED]  
OLN: S [REDACTED]

All supporting documentation attached for review. Same was forwarded to the requesting Trooper, along with contact information for the MSP [REDACTED].

Respectfully,

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

**From:** [REDACTED]@usdoj.gov>

**Sent:** Friday, May 24, 2019 12:12 PM

**To:** Commonwealth Fusion Center (POL)

**Subject:** Facial rec request

[image1.jpeg]

Could you please try facial rec

[REDACTED]

Thank you

[REDACTED]

Sent from my iPhone

**From:** [Falcon, Eric \(DOT\)](#)  
**To:** [Faren Woolery](#)  
**Subject:** Appeal Letter 2 2019  
**Date:** Friday, May 24, 2019 12:33:00 PM  
**Attachments:** [Appeal Letter 2 2019.docx](#)

---

Hi Faren and Happy Friday! I submitted my appeal with HR Division this week. I have attached a copy here for your records.

Fingers crossed. 😊

Let me know if we need anything else.

Have a great weekend!

Eric Falcon  
DOT-RMV/Enforcement Services  
Massachusetts State Police  
10 Park Plaza, 2<sup>nd</sup> Floor-Suite 2310  
Boston. Mass 02116  
Phone-857-368-8605  
Fax- 857-368-0645

**From:** [Boyle, Christopher \(DOT\)](#)  
**To:** [Boyle, Christopher \(POL\)](#)  
**Subject:** Fwd: Weekly Stats 5.18.19  
**Date:** Friday, May 24, 2019 11:25:43 AM  
**Attachments:** [image001.png](#)  
[image001.png](#)

---

Sergeant Christopher Boyle  
Massachusetts State Police  
Division of Homeland Security and Preparedness  
Fraud Identification Unit  
[10 Park Plaza, 2<sup>nd</sup> Floor](#)  
[Boston, MA 02116](#)  
[christopher.p.boyle@dot.state.ma.us](mailto:christopher.p.boyle@dot.state.ma.us)  
cell: [781-738-7286](tel:781-738-7286)



Begin forwarded message:

**From:** "Boyle, Christopher (DOT)" <[Christopher.P.Boyle@dot.state.ma.us](mailto:Christopher.P.Boyle@dot.state.ma.us)>

[REDACTED]

**Subject:** Weekly Stats 5.18.19

Captain,

Weekly FIU stats for week ending 05/18/19:

Arrests: 1 S/W Execution and Arrest in Quincy

The FIU received 1 new State To State referral to be investigated.

The FIU received 1 request from local, state, and federal agencies for RMV documents in regards to on-going investigations.

The FIU replied to and assisted with 4 Facial Recognition requests from the Fusion Center.

Facial Recognition stats:

Automated Matches: 4909

Data Errors: 42

Criminal Cases: 13

Agency Assists: 5

Respectfully,

Chris

Sergeant Christopher Boyle  
Massachusetts State Police  
Division of Homeland Security and Preparedness  
Fraud Identification Unit  
10 Park Plaza, 2<sup>nd</sup> Floor  
Boston, MA 02116  
[christopher.boyle@state.ma.us](mailto:christopher.boyle@state.ma.us)  
cell: 781-738-7286





**From:** [Garbaczski, Paul \(DOT\)](#)  
**To:** [Doherty, Bob \(DOT\)](#)  
**Subject:** FW: BIA Completion  
**Date:** Friday, May 24, 2019 10:50:00 AM  
**Attachments:** [MassDOT BIA Data Collection Tool vF.xlsx](#)  
[MassDOT Recovery Capability Document and Criticality Tiers vF.xlsx](#)

---

Fyi, Bob

---

**From:** Wood, Matthew (DOT) <[Matthew.Wood@dot.state.ma.us](mailto:Matthew.Wood@dot.state.ma.us)>  
**Sent:** Friday, May 24, 2019 9:42 AM  
**To:** Garbaczski, Paul (DOT) <[Paul.Garbaczski@dot.state.ma.us](mailto:Paul.Garbaczski@dot.state.ma.us)>  
**Subject:** RE: BIA Completion

These are the main deliverables.

---

**From:** Garbaczski, Paul (DOT)  
**Sent:** Thursday, May 23, 2019 10:41 AM  
**To:** Wood, Matthew (DOT) <[Matthew.Wood@dot.state.ma.us](mailto:Matthew.Wood@dot.state.ma.us)>  
**Subject:** RE: BIA Completion

Thanks. (Knowing nothing about it) I understand it relates to, or is a driver of, the priority to address applications from a security perspective.

Can I get a look at it?

---

**From:** Wood, Matthew (DOT) <[Matthew.Wood@dot.state.ma.us](mailto:Matthew.Wood@dot.state.ma.us)>  
**Sent:** Thursday, May 23, 2019 10:23 AM  
**To:** Garbaczski, Paul (DOT) <[Paul.Garbaczski@dot.state.ma.us](mailto:Paul.Garbaczski@dot.state.ma.us)>  
**Subject:** RE: BIA Completion

It's complete. What do you need from it?

---

**From:** Garbaczski, Paul (DOT)  
**Sent:** Thursday, May 23, 2019 8:39 AM  
**To:** Wood, Matthew (DOT) <[Matthew.Wood@dot.state.ma.us](mailto:Matthew.Wood@dot.state.ma.us)>  
**Cc:** Garbaczski, Paul (DOT) <[Paul.Garbaczski@dot.state.ma.us](mailto:Paul.Garbaczski@dot.state.ma.us)>  
**Subject:** BIA Completion

Hi Matt,

In helping Bob Doherty over here with security, I'm trying to figure out when the Business Impact Assessment will complete. I'm told that you own it and I'm hearing completion circa 31-May? Can you confirm when you have a moment?

Thanks,

Paul

---

**Paul Garbaczski | Senior Technical Project Manager MassDOT IT**

10 Park Plaza Suite 8110 Boston MA 02116 | desk 857.380.9847 | mobile 508.380.0995 | email [paul.garbaczski@dot.mass.state.us](mailto:paul.garbaczski@dot.mass.state.us)

For news and updates: [www.mass.gov/blog/transportation](http://www.mass.gov/blog/transportation); Twitter at [www.twitter.com/massdot](https://www.twitter.com/massdot).

**From:** [Burke, Robin \(DOT\)](#)  
**To:** [Seitz, Alaina \(DOT\)](#)  
**Subject:** DOT - Active (Open) Requisition Detail.xlsx  
**Date:** Friday, May 24, 2019 10:22:00 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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**From:** [Wood, Matthew \(DOT\)](#)  
**To:** [Garbaczski, Paul \(DOT\)](#)  
**Subject:** RE: BIA Completion  
**Date:** Friday, May 24, 2019 9:41:59 AM  
**Attachments:** [MassDOT BIA Data Collection Tool vF.xlsx](#)  
[MassDOT Recovery Capability Document and Criticality Tiers vF.xlsx](#)

---

These are the main deliverables.

---

**From:** Garbaczski, Paul (DOT)  
**Sent:** Thursday, May 23, 2019 10:41 AM  
**To:** Wood, Matthew (DOT) <Matthew.Wood@dot.state.ma.us>  
**Subject:** RE: BIA Completion

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Can I get a look at it?

---

**From:** Wood, Matthew (DOT) <[Matthew.Wood@dot.state.ma.us](mailto:Matthew.Wood@dot.state.ma.us)>  
**Sent:** Thursday, May 23, 2019 10:23 AM  
**To:** Garbaczski, Paul (DOT) <[Paul.Garbaczski@dot.state.ma.us](mailto:Paul.Garbaczski@dot.state.ma.us)>  
**Subject:** RE: BIA Completion

It's complete. What do you need from it?

---

**From:** Garbaczski, Paul (DOT)  
**Sent:** Thursday, May 23, 2019 8:39 AM  
**To:** Wood, Matthew (DOT) <[Matthew.Wood@dot.state.ma.us](mailto:Matthew.Wood@dot.state.ma.us)>  
**Cc:** Garbaczski, Paul (DOT) <[Paul.Garbaczski@dot.state.ma.us](mailto:Paul.Garbaczski@dot.state.ma.us)>  
**Subject:** BIA Completion

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Thanks,  
Paul

---

**Paul Garbaczski** | Senior Technical Project Manager MassDOT IT  
10 Park Plaza Suite 8110 Boston MA 02116 | desk 857.380.9847 | mobile 508.380.0995 | email [paul.garbaczski@dot.mass.state.us](mailto:paul.garbaczski@dot.mass.state.us)  
For news and updates: [www.mass.gov/blog/transportation](http://www.mass.gov/blog/transportation); Twitter at [www.twitter.com/massdot](https://www.twitter.com/massdot).

From: [Deveney, Erin \(DOT\)](#)  
 To: [Newton, Mark \(DOT\)](#)  
 Cc: [Ristard, David \(DOT\)](#)  
 Subject: Re: Registrar/IT Weekly Check in  
 Date: Friday, May 24, 2019 9:41:45 AM

Thanks for sending for the call

Sent from my iPhone

On May 24, 2019, at 9:40 AM, Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)> wrote:

Good Morning Registrar, Dave,

This week's updates for consideration during our scheduled 10 AM call today - Thank you

Best,  
 Mark

**Watertown RMV Service Center Move**

<!--[if !supportLists]--> <!--[endif]-->Official opening date: Monday, June 10, 2019 - moving will commence after COB Friday, June 7  
 <!--[if !supportLists]--> <!--[endif]-->MassDOT IT, walkthrough with RMV Business to confirm IT requirements was conducted Thursday, May 23, 1:00 PM

**Taunton RMV Service Center Move**

<!--[if !supportLists]--> <!--[endif]-->Still no official move date - targeting July 1 opening  
 <!--[if !supportLists]--> <!--[endif]-->If July 1 date cannot be met, the move would be delayed until January per RMV  
 <!--[if !supportLists]--> <!--[endif]-->Comcast data/phone agreements signed

**10 Park Plaza Electrical Maintenance**

- Electrical maintenance will be performed Saturday, June 15, 6 AM – 4 PM and Sunday, June 16, 6 AM – 4 PM
- No impact expected
- Contingency responses are being planned in case of unexpected incident

Miscellaneous

- <!--[if !supportLists]--> <!--[endif]-->ATLAS Sync Pack, live on Saturday, May 18, 2019 -/Successfully Completed/-
- <!--[if !supportLists]--> <!--[endif]-->**ALARS Freeze Board (AFB)** (no calls to action)
- <!--[if !supportLists]--> <!--[endif]-->Candidate: 2021: Search NOUN by Surrogate –approved-
- <!--[if !supportLists]--> <!--[endif]-->Candidate: 2023 : USPS Tracking Information For Registration Revocation Letters Are Missing –approved-
- <!--[if !supportLists]--> <!--[endif]-->Maintenance –Generally-

Item	Description	Date/Timeframe	Service Impacting	Comments
1	EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support Atlas R2	<!--[if !supportLists]-->1. <!--[endif]-->Add new SSD storage capacity <!--[if !supportLists]-->> <!--[endif]--> >May 3rd 6pm – 10pm <b>COMPLETE</b> <!--[if !supportLists]-->2. <!--[endif]-->Merge SSD storage to create optimized aggregates <!--[if !supportLists]-->> <!--[endif]--> >May 9th 6pm – 10pm <b>COMPLETE</b> <!--[if !supportLists]-->3. <!--[endif]-->Configure 8200 SAS controllers <!--[if !supportLists]-->> <!--[endif]--> >May 16th 6pm – 10pm <b>COMPLETE</b> <!--[if !supportLists]-->4. <!--[endif]-->Upgrade the Netapp Ontap operating system Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule <!--[if !supportLists]-->> <!--[endif]--> >May 23rd 6pm – 10pm <!--[if !supportLists]-->> <!--[endif]--> >Postponed <b>TBD</b>	No downtime is expected	There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2 To complete these activities, EOTSS is proposing weekly storage maintenance windows <b>which started on April 25th</b> The maintenance has been scheduled over multiple weeks to minimize risks to the ATLAS environment All maintenance will be done "live" and will not require any downtime of the ATLAS environment
2	MassDOT IT, Operations/Server Team, RMV (ATLAS) Ongoing Windows Patching (CHG0037771/CHG0037772)	Sunday, May 26, 2019 at 02 00 AM until 08 00 AM	NO prolonged interruption of service; however, brief disruptions may occur	Standard monthly patching cycle from 2 AM to 8 AM on the 2nd Sunday after Microsoft Patch Tuesday (2nd Tuesday of the month)
3	Ongoing MassDOT IT, Network team moving PCI devices from the old switch stacks to the new PCI switch stacks on the 2nd & 3rd floor data closet and MDF room at Quincy Headquarters	<b>THIS Weekend</b> Nothing scheduled	No citizen downtime is expected – However: For anyone working on Saturday, during these hours, there will be minor	Update: 5/19/2019: ...Completed additional 28 PC moves on the 2nd floor 5/2/2019: Completed 38 PC and 38 pin pad moves on 4/27 for the 3rd Floor Still have more on

	(CHG0037595)		interruptions to their PC as the Network team migrates them to the new PCI switch stack	the 3 <sup>rd</sup> floor and many more on the 2 <sup>nd</sup> floor
4	Idemia Maintenance Window for Operating System Patching	Proposed <!--[if !supportLists]-->1 <!--[endif]-->UAT Patching, Friday, June 14 from 8 AM – 12 noon (or until finished) <!--[if !supportLists]-->2 <!--[endif]-->Production Patching, Sunday, June 23 from 7 AM – until complete	NO prolonged interruption of service; however, brief disruptions may occur	Proposed UAT patching date has been reviewed by ATLAS and RMV Training and conditionally approved; Proposed Production date has been reviewed by ATLAS and is being vetted (Meeting later today)

5/24/2019 9:35 AM

**From:** Newton, Mark (DOT)  
**Sent:** Friday, May 17, 2019 9:53 AM  
**To:** Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Bedard, David (DOT <david.bedard@state.ma.us>  
**Cc:** Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>  
**Subject:** \*E-Mail Only Today:\* Registrar/IT Weekly Check in

Good Morning Registrar, Dave,

Hope your trip was great Registrar - ...this week's updates via E-Mail today, in lieu of our usual 10 AM call - Thank you

**NOTE:** There was a brief complication last evening to the ongoing **Netapp** work, impacting MyRMV License transactions -only- (Registrations / OK) Thursday 5/16/19 from 6:53 PM to 7:22 PM The appropriate protocols were followed, a maintenance page went up, and was promptly removed when all transactions were returned to normal status

Please let me know if you have any questions Thank you again

Regards,  
Mark

**Watertown RMV Service Center Move**

<!--[if !supportLists]--> <!--[endif]-->Official opening date: Monday, June 10, 2019 - moving will commence after COB Friday, June 7  
<!--[if !supportLists]--> <!--[endif]-->MassDOT IT, walkthrough with RMV Business to confirm IT requirements is tentatively scheduled for Thursday, May 23, 1:00 PM

**Taunton RMV Service Center Move**

<!--[if !supportLists]--> <!--[endif]-->Still no official move date - targeting July 1 opening  
<!--[if !supportLists]--> <!--[endif]-->If July 1 date cannot be met, the move would be delayed until January per RMV

**10 Park Plaza Electrical Maintenance**

<!--[if !supportLists]-->• <!--[endif]-->Electrical maintenance will be performed Saturday, June 1, 6 AM – 4 PM and Sunday, June 2, 6 AM – 4 PM  
<!--[if !supportLists]-->• <!--[endif]-->No impact expected  
<!--[if !supportLists]-->• <!--[endif]-->Contingency responses are being planned in case of unexpected incident

###

Miscellaneous

<!--[if !supportLists]-->• <!--[endif]-->AAA/RMV System Wide, Firewall Patching/Upgrade  
<!--[if !supportLists]-->• <!--[endif]-->AAA Date: Wednesday, May 8, 2019 at close -/ Successfully Completed -/  
<!--[if !supportLists]-->• <!--[endif]-->RMV Date: Tuesday and Wednesday, May 14 & 15, 2019 at service center close -/ Successfully Completed -/  
<!--[if !supportLists]-->• <!--[endif]-->ATLAS Sync Pack, live on Saturday, May 18, 2019  
<!--[if !supportLists]-->• <!--[endif]-->Maintenance –Generally-

Item	Description	Date/Timeframe	Service Impacting	Comments
1	EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support Atlas R2	<!--[if !supportLists]-->3. <!--[endif]-->Add new SSD storage capacity <!--[if !supportLists]--> > <!--[endif]--> >May 3rd 6pm – 10pm <b>COMPLETE</b> <!--[if !supportLists]-->4. <!--[endif]-->Merge SSD storage to create optimized aggregates <!--[if !supportLists]--> > <!--[endif]--> >May 9th 6pm – 10pm <b>COMPLETE</b> <!--[if !supportLists]-->5. <!--[endif]-->Configure 8200 SAS controllers <!--[if !supportLists]--> > <!--[endif]--> >May 16th 6pm – 10pm <b>COMPLETE</b> <!--[if !supportLists]-->6. <!--[endif]-->Upgrade the Netapp Ontap operating system Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule	No downtime is expected	There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2 To complete these activities, EOTSS is proposing weekly storage maintenance windows <b>which started on April 25<sup>th</sup></b> The maintenance has been scheduled over multiple weeks to minimize risks to the ATLAS environment All maintenance will be done "live" and will not require any downtime of the ATLAS environment

		<!--[if !supportLists]--> > <!--[endif]--> >May 23 <sup>rd</sup> 6pm – 10pm		
2	Scheduled ATLAS code update to production a/k/a Sync Pack - May	Saturday, May 18, 2019 from 5:00 AM to 7:00 AM	Partner and Portal Impact: May be some delays or occasional errors during communications	During this time, you may experience some delays in responsiveness, or receive occasional errors during communications. In these instances, please reprocess requests after 7:00 a.m. and they should process successfully. Comms disseminated by RMV Marketing and Communications 5/16/2019 2:29 PM
3	AAMVA, PDPS Scheduled Maintenance	Sunday, May 19, 2019 from 8 00 AM to 3 00 PM	ID transactions will NOT be available during this period	Mark has sent notification 5/15/2019 11 55 AM
4	MassDOT IT, Network team to move PCI devices from the old switch stacks to the new PCI switch stacks on the 2 <sup>nd</sup> & 3 <sup>rd</sup> floor data closet and MDF room at Quincy Headquarters (CHG0037595)	<b>THIS Weekend</b> SUNDAY Saturday, May 19, 2019 from 09 00 AM to 04 00 PM	No citizen downtime is expected – However: For anyone working on Saturday, during these hours, there will be minor interruptions to their PC as the Network team migrates them to the new PCI switch stack	Update: 5/17/2019: Estimated to be 30% complete 5/2/2019: ... Completed 38 PC and 38 pin pad moves on 4/27 for the 3 <sup>rd</sup> Floor. Still have more on the 3 <sup>rd</sup> floor and many more on the 2 <sup>nd</sup> floor

5/17/2019 9:39 AM

**From:** Newton, Mark (DOT)  
**Sent:** Friday, May 10, 2019 9 51 AM  
**To:** Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Bedard, David (DOT <david.bedard@state.ma.us>  
**Cc:** Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>  
**Subject:** Registrar/IT Weekly Check in

Good Friday Morning Registrar, Dave,

This week's updates for consideration during our scheduled 10 AM call today - Thank you

Best,  
Mark

Watertown RMV Service Center Move

<!--[if !supportLists]-->> <!--[endif]-->Official opening date: Monday, June 10, 2019 - moving will commence after COB Friday, June 7  
<!--[if !supportLists]-->> <!--[endif]-->MassDOT IT, walkthrough with RMV Business to confirm IT requirements is tentatively scheduled for Thursday, May 23, 1:00 PM

Taunton RMV Service Center Move

<!--[if !supportLists]-->> <!--[endif]-->Still no official move date Targeting July 1 opening  
<!--[if !supportLists]-->> <!--[endif]-->If July 1 date cannot be met, the move would be delayed until January per RMV Registrar

###

Miscellaneous

<!--[if !supportLists]-->> <!--[endif]-->AAA/RMV System Wide, Firewall Patching/Upgrade  
<!--[if !supportLists]-->> <!--[endif]-->AAA Date: Wednesday, May 8, 2019 at close -/ Successfully Completed -/  
<!--[if !supportLists]-->> <!--[endif]-->Next Week RMV Date: Tuesday and Wednesday, May 14 & 15, 2019 at service center close (more dates MAY be needed)  
<!--[if !supportLists]-->> <!--[endif]-->ATLAS Sync Pack, Friday, May 17, live on Saturday, May 18, 2019  
<!--[if !supportLists]-->> <!--[endif]-->Maintenance –Generally-

Item	Description	Date/Timeframe	Service Impacting	Comments
1	EOTSS to perform non-disruptive maintenance on the Netapp storage environment. The maintenance is required to update the environment to support Atlas R2	<!--[if !supportLists]-->1. <!--[endif]--><!--[if !supportLists]-->>Add new SSD storage capacity Description Add 2 additional SSD shelves to the Netapp 8080 array and create two new aggregates (3 & 4) new capacity will be approximately 130TB Proposed schedule <!--[if !supportLists]-->> <!--[endif]--> >May 3 <sup>rd</sup> 6pm – 10pm COMPLETE <!--[if !supportLists]-->2. <!--[endif]--><!--[if !supportLists]-->>Merge SSD storage to create optimized aggregates Description Merge original SSD aggregates with new aggregates 3 & 4 to optimize performance Proposed schedule <!--[if !supportLists]-->> <!--[endif]--> >May 9 <sup>th</sup> 6pm – 10pm COMPLETE <!--[if !supportLists]-->3. <!--[endif]-->	No downtime is expected	There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2. To complete these activities, EOTSS is proposing weekly storage maintenance windows which started on April 25 <sup>th</sup> . The maintenance has been scheduled over multiple weeks to minimize risks to the ATLAS environment. All maintenance will be done "live" and will not require any downtime of the ATLAS environment.

		<p>-[endif]-&gt;Configure 8200 SAS controllers</p> <p>Description</p> <p>Remove the existing SAS controllers and replace them new 8200 controllers</p> <p>Proposed schedule</p> <p>&lt;!--[if !supportLists]--&gt; &gt; &lt;!--[endif]--&gt; &gt;May 16<sup>th</sup> 6pm – 10pm</p> <p>&lt;!--[if !supportLists]--&gt;4. &lt;!--[endif]--&gt;Upgrade the Netapp Ontap operating system</p> <p>Description</p> <p>Upgrade Ontap OS from version 9.3 to 9.5</p> <p>Proposed schedule</p> <p>&lt;!--[if !supportLists]--&gt; &gt; &lt;!--[endif]--&gt; &gt;May 23<sup>rd</sup> 6pm – 10pm</p>		
2	MassDOT IT, Network team to move PCI devices from the old switch stacks to the new PCI switch stacks on the 2 <sup>nd</sup> & 3 <sup>rd</sup> floor data closet and MDF room at Quincy Headquarters (CHG0037595)	<p><b>THIS Weekend</b></p> <p>Saturday, May 11, 2019 from 09:00 AM to 04:00 PM</p>	No citizen downtime is expected – However: For anyone working on Saturday, during these hours, there will be minor interruptions to their PC as we migrate them to the new PCI switch stack	Update: 5/2/2019: ...Completed 38 PC and 38 pin pad moves on 4/27 for the 3 <sup>rd</sup> Floor Still have more on the 3 <sup>rd</sup> floor and many more on the 2 <sup>nd</sup> floor

5/10/2019 9:17 AM

**From:** Newton, Mark (DOT)  
**Sent:** Friday, May 03, 2019 9:35 AM  
**To:** Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Bedard, David (DOT) <david.bedard@state.ma.us>  
**Cc:** Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>  
**Subject:** Registrar/IT Weekly Check in

Good Morning Registrar, Dave... Happy Friday!

Please find this week's updates for consideration during our scheduled 10 AM call today Thank you

Best,  
Mark

**Watertown RMV Service Center Move**

<!--[if !supportLists]-->• <!--[endif]-->No official move date Mid-June per General Services  
<!--[if !supportLists]-->• <!--[endif]-->No known risk or impediments with IT  
<!--[if !supportLists]-->• <!--[endif]-->Comcast fiber installation  
<!--[if !supportLists]-->• <!--[endif]-->Installation completed  
<!--[if !supportLists]-->• <!--[endif]-->Circuit activation is required and will be scheduled 2 weeks before planned opening

**Taunton RMV Service Center Move**

<!--[if !supportLists]-->• <!--[endif]-->No official move date Targeting July 1 opening  
<!--[if !supportLists]-->• <!--[endif]-->If July 1 date cannot be met, the move would be delayed until January per RMV Registrar  
<!--[if !supportLists]-->• <!--[endif]-->Comcast order process started  
<!--[if !supportLists]-->• <!--[endif]-->Site survey scheduled for 5/3/19  
<!--[if !supportLists]-->• <!--[endif]-->IP Worksheet to be created by 5/10 to start configuration process for new DL/ID stations  
<!--[if !supportLists]-->• <!--[endif]-->Requests for quotes submitted to vendors:  
<!--[if !supportLists]-->• <!--[endif]-->Idemia  
<!--[if !supportLists]-->• <!--[endif]-->Submitted for approval  
<!--[if !supportLists]-->• <!--[endif]-->ACF  
<!--[if !supportLists]-->• <!--[endif]-->Waiting for RFQ  
<!--[if !supportLists]-->• <!--[endif]-->Valley Communications  
<!--[if !supportLists]-->• <!--[endif]-->Waiting for RFQ  
<!--[if !supportLists]-->• <!--[endif]-->MVN informed of move

###

Miscellaneous

<!--[if !supportLists]-->• <!--[endif]-->Public Facing PCs at Haymarket Service Center – Two -2- have been added (on 4/30/2019) to make a total of three -3-

<!--[if !supportLists]-->• <!--[endif]-->AAA/RMV System Wide, Firewall Patching/Upgrade  
<!--[if !supportLists]-->• <!--[endif]-->**Confirmed** AAA Date: Wednesday, May 8, 2019 at close -/ Notification made to AAA Northeast/AAA Pioneer Valley -/  
<!--[if !supportLists]-->• <!--[endif]-->**Confirmed** RMV Date: Tuesday and Wednesday, May 14 & 15, 2019 at service center close (more dates MAY be needed) -/Communication is being drafted and will be sent today 5/3/2019 -/

<!--[if !supportLists]-->• <!--[endif]-->Maintenance –Generally-

Item	Description	Date/Timeframe	Service Impacting	Comments
1	EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support Atlas R2	<p>&lt;!--[if !supportLists]--&gt;1. &lt;!--[endif]--&gt;<b>Confirmed</b> Add new SSD storage capacity</p> <p>Description</p> <p>Add 2 additional SSD shelves to the Netapp 8080 array and create two new aggregates (3 &amp; 4) new capacity will be approximately 130TB</p> <p>Proposed schedule</p> <p>&lt;!--[if !supportLists]--&gt; &gt; &lt;!--[endif]--&gt;May</p>	No downtime is expected	There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2 To complete these activities, EOTSS is proposing weekly storage maintenance windows <b>which started on</b>



		<p style="text-align: center;"><b>3rd 6pm – 10pm</b></p> <p>&lt;!--[if !supportLists]--&gt;2. &lt;!--  [endif]--&gt;<b>Merge SSD storage to create optimized aggregates</b>  Description  Merge original SSD aggregates with new aggregates 3 &amp; 4 to optimize performance  Proposed schedule  &lt;!--[if !supportLists]--&gt;  &gt;o &lt;!--[endif]--&gt;<b>May 9<sup>th</sup> 6pm – 10pm</b></p> <p>&lt;!--[if !supportLists]--&gt;3. &lt;!--  [endif]--&gt;<b>configure 8200 SAS controllers</b>  Description  Remove the existing SAS controllers and replace them new 8200 controllers  Proposed schedule  &lt;!--[if !supportLists]--&gt;  &gt;o &lt;!--[endif]--&gt;<b>May 16<sup>th</sup> 6pm – 10pm</b></p> <p>&lt;!--[if !supportLists]--&gt;4. &lt;!--  [endif]--&gt;<b>Upgrade the Netapp Ontap operating system</b>  Description  Upgrade Ontap OS from version 9.3 to 9.5  Proposed schedule  &lt;!--[if !supportLists]--&gt;  &gt;o &lt;!--[endif]--&gt;<b>May 23<sup>rd</sup> 6pm – 10pm</b></p>		<p><b>April 25<sup>th</sup></b> The maintenance has been scheduled over multiple weeks to minimize risks to the ATLAS environment. All maintenance will be done "live" and will not require any downtime of the ATLAS environment.</p>
2	MassDOT IT, Operations/Server team, Data Center Relocation, In continuing support of the ongoing Core Switch Upgrade and the Data Center Relocation efforts in 10 PP (move from 8110 to 8150), the MassDOT IT, Server team will be migrating many virtual servers (or "VMs") to new equipment in the new location (CHG0037552)	Saturday, May 4, 2019 from 08:00 PM – 08:30 PM	RMV Customer Impact: No internet transactions, no IVR transactions during this time window	Mark has sent notification 5/2/19, 3:45 PM
3	EOTSS performing monthly Mainframe LPAR Maintenance on Sunday, May 5 <sup>th</sup> , 2019 (EOTSS ServiceNow Change CHG0007527)	Sunday, May 5, 2019 from 3:30 AM - 5:15 AM	RMV Customer Impact: No internet (Registration & Title) transactions, no IVR transactions and no mainframe access during this time window	Occurs during the beginning of every month. RMV Applications, Production Support to monitor and confirm, connectivity and transactions as is standard practice
4	MassDOT IT, Network team to move PCI devices from the old switch stacks to the new PCI switch stacks on the 2 <sup>nd</sup> & 3 <sup>rd</sup> floor data closet and MDF room at Quincy Headquarters (CHG0037595)	<b>NEXT</b> weekend..... Saturday, May 11, 2019 from 09:00 AM to 04:00 PM	No citizen downtime is expected – However: For anyone working on Saturday, during these hours, there will be minor interruptions to their PC as we migrate them to the new PCI switch stack	Update: 5/2/2019: ... Completed 38 PC and 38 pin pad moves on 4/27 for the 3 <sup>rd</sup> floor. Still have more on the 2 <sup>nd</sup> floor

5/3/2019 9:04 AM

**From:** Newton, Mark (DOT)  
**Sent:** Friday, April 26, 2019 9:49 AM  
**To:** Deveney, Erin (DOT) <[Erin.Deveney@dot.state.ma.us](mailto:Erin.Deveney@dot.state.ma.us)>; Bedard, David (DOT <[david.bedard@state.ma.us](mailto:david.bedard@state.ma.us)>  
**Cc:** Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)>  
**Subject:** Registrar/IT Weekly Check in

Good Morning!

Below please find this week's updates for consideration during our scheduled 10 AM call today

Regards,  
Mark

**Watertown RMV Service Center Move**

<!--[if !supportLists]-->• <!--[endif]-->No official move date Mid-June per General Services  
<!--[if !supportLists]-->• <!--[endif]-->No known risk or impediments with IT  
<!--[if !supportLists]-->• <!--[endif]-->Comcast fiber installation  
<!--[if !supportLists]-->• <!--[endif]-->Waiting for final configuration including Internet to be scheduled - Targeting 5/3

**Taunton RMV Service Center Move**

<!--[if !supportLists]-->• <!--[endif]-->No official move date Targeting July 1 opening  
<!--[if !supportLists]-->• <!--[endif]-->If July 1 date cannot be met, the move would be delayed until January per RMV Registrar  
<!--[if !supportLists]-->• <!--[endif]-->Site visit completed 4/22  
<!--[if !supportLists]-->• <!--[endif]-->Comcast order process started  
<!--[if !supportLists]-->• <!--[endif]-->Waiting for site survey to be scheduled  
<!--[if !supportLists]-->• <!--[endif]-->Fiber will need to be installed about 300 ft from building Telco room to new MDF room  
<!--[if !supportLists]-->• <!--[endif]-->Will require coordination with landlord but no unusual installation issues expected  
<!--[if !supportLists]-->• <!--[endif]-->Requests for quotes submitted to vendors:

<!--[if !supportLists]-->• <!--[endif]-->Idemia  
 <!--[if !supportLists]-->• <!--[endif]-->Preliminary system counts for adds/moves to new service center  
 <!--[if !supportLists]-->• <!--[endif]-->ACF  
 <!--[if !supportLists]-->• <!--[endif]-->Valley Communications  
 <!--[if !supportLists]-->• <!--[endif]-->MVN informed of move

###

Miscellaneous

<!--[if !supportLists]-->• <!--[endif]-->USBs in Public Facing PCs – Discovery completed only one -1- known occurrence This machine is being analyzed and is being replaced, Monday, April 29 Another added Public Facing PC is in process of being imaged and will be scheduled to be delivered as soon as possible  
 <!--[if !supportLists]-->• <!--[endif]-->AAA/RMV System Wide, Firewall Patching/Upgrade  
 <!--[if !supportLists]-->• <!--[endif]-->**Proposed** AAA Date: Wednesday, May 8, 2019 at close  
 <!--[if !supportLists]-->• <!--[endif]-->**Proposed** RMV Date: Tuesday and Wednesday, May 14 & 15, 2019 at service center close (more dates MAY be needed)  
 <!--[if !supportLists]-->• <!--[endif]-->Maintenance –Generally-

Item	Description	Date/Timeframe	Service Impacting	Comments
1	EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support Atlas R2	TBD	No downtime is expected	There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2 To complete these activities, EOTSS is proposing weekly storage maintenance windows <b>starting on April 25<sup>th</sup></b> The maintenance has been tentatively scheduled over multiple weeks to minimize risks to the ATLAS environment All maintenance will be done "live" and will not require any downtime of the ATLAS environment
2	MassDOT IT, Network team to move PCI devices from the old switch stacks to the new PCI switch stacks on the 2 <sup>nd</sup> & 3 <sup>rd</sup> floor data closet and MDF room at Quincy Headquarters (CHG0037334)	Saturday, April 27, 2019 from 09:00 AM to 04:00 PM	No citizen downtime is expected – However: For anyone working on Saturday, during these hours, there will be minor interruptions to their PC as we migrate them to the new PCI switch stack	

4/26/2019 9:39 AM

**From:** Newton, Mark (DOT)  
**Sent:** Friday, April 19, 2019 9:25 AM  
**To:** Deveney, Erin (DOT) <[Erin.Deveney@dot.state.ma.us](mailto:Erin.Deveney@dot.state.ma.us)>; Bedard, David (DOT) <[david.bedard@state.ma.us](mailto:david.bedard@state.ma.us)>  
**Cc:** Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)>  
**Subject:** Registrar/IT Weekly Check in

Good Friday morning Registrar and Dave,

Below please find this week's updates for consideration during our scheduled 10 AM call today

Have a very happy Passover, Easter Sunday – Resurrection Day,  
 Mark

**RMV Citrix Server Maintenance**

<!--[if !supportLists]-->• <!--[endif]-->Completed 4/13 with no issues

**Watertown RMV Service Center Move**

<!--[if !supportLists]-->• <!--[endif]-->No official move date Per Aric Warren, move will likely be the weekend of June 1 or 8  
 <!--[if !supportLists]-->• <!--[endif]-->Park Plaza data center electrical work planned for June 1  
 <!--[if !supportLists]-->• <!--[endif]-->IT cannot support RMV move and electrical work same weekend  
 <!--[if !supportLists]-->• <!--[endif]-->No other known risks or impediments with Tech  
 <!--[if !supportLists]-->• <!--[endif]-->Comcast fiber installation  
 <!--[if !supportLists]-->• <!--[endif]-->Waiting for final configuration including Internet to be scheduled - current target Friday 5/3

**Taunton RMV Service Center Move**

<!--[if !supportLists]-->• <!--[endif]-->No official move date - targeting July 1 opening  
 <!--[if !supportLists]-->• <!--[endif]-->If July 1 date cannot be met, the move would be delayed until January per Registrar  
 <!--[if !supportLists]-->• <!--[endif]-->Idemia submitted SOW for DL/ID hardware 4/17  
 <!--[if !supportLists]-->• <!--[endif]-->Site visit planned for 4/22  
 <!--[if !supportLists]-->• <!--[endif]-->Review Comcast configuration - It is expected that Comcast work will be minimal and will only require extending circuits from current building electrical room to new space  
 <!--[if !supportLists]-->• <!--[endif]-->Get system counts for adds/moves to new service center  
 <!--[if !supportLists]-->• <!--[endif]-->Provide to Idemia to create Professional Services SOW for move

###

Miscellaneous

<!--[if !supportLists]-->• <!--[endif]-->USBs in Public Facing PCs  
 <!--[if !supportLists]-->• <!--[endif]-->RMV/AAA PCI QSAs Audit In-Flight  
 <!--[if !supportLists]-->• <!--[endif]-->Maintenance –Generally-

Item	Description	Date/Timeframe	Service Impacting	Comments
1	MassDOT IT, Operations/Server Team, RMV (ATLAS) Ongoing Windows Patching (CHG0037426/CHG0037427)	Sunday, April 21, 2019 at 02:00 AM until 08 00 AM	NO prolonged interruption of service; however, brief disruptions may occur	Standard monthly patching cycle from 2 AM to 8 AM on the 2nd Sunday after Microsoft Patch Tuesday (2nd Tuesday of the month)
2	EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support Atlas R2	TBD	No downtime is expected	There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2 To complete these activities, EOTSS is proposing weekly storage maintenance windows <b>starting on April 25<sup>th</sup></b> The maintenance has been tentatively scheduled over multiple weeks to minimize risks to the ATLAS environment All maintenance will be done “live” and will not require any downtime of the ATLAS environment
3	Digital Safety Training Program	Ongoing; no later than April 30		

4/19/2019 9:22 AM

**From:** Newton, Mark (DOT)  
**Sent:** Wednesday, April 17, 2019 10:44 AM  
**To:** Deveney, Erin (DOT) <[Erin.Deveney@dot.state.ma.us](mailto:Erin.Deveney@dot.state.ma.us)>  
**Cc:** Bedard, David (DOT) <[david.bedard@state.ma.us](mailto:david.bedard@state.ma.us)>; Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)>  
**Subject:** REMINDER: Registrar/IT Weekly Check in

Good Morning Registrar,

Just a quick reminder from our last Friday morning discussion of this evening s EOTSS “non-disruptive maintenance” – except for 2 to 30 minutes when VPN connections may experience a short disruption in service Impact should be minimal except those who VPN in at night to check their email

EOTSS performing non-disruptive maintenance to internet 04-17-2019 No downtime expected EOTSS managed site-to-site VPN connections WILL experience a short disruption from as little as 2 minutes and possibly up to 30 minutes in duration during the change window  
 2 circuits at MITC and SDC Wednesday April 17th at 7 00 PM 07 00 PM – is expected  
 (EOTSS: ServiceNow CHG0008600) 11 59 PM

Regards,  
 -Mark

**From:** Deveney, Erin (DOT)  
**Sent:** Saturday, April 13, 2019 7:37 PM  
**To:** Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)>  
**Cc:** Bedard, David (DOT) <[david.bedard@state.ma.us](mailto:david.bedard@state.ma.us)>  
**Subject:** Re: Registrar/IT Weekly Check in

Great update

Let `s hope everything stays this smooth all week

Thanks so much!

Sent from my iPhone

On Apr 13, 2019, at 5:51 PM, Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)> wrote:

Quick Update:

RMV Citrix Server Work - “We just finished both migration and testing, everything went pretty smooth, no issues to report ”

The team will be checking everything out again, just as an extra precaution Monday  
 Thank you Registrar Have a fantastic weekend, both of you  
 -Mark

Sent from my iPhone

On Apr 12, 2019, at 9:38 AM, Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)> wrote:

Hello Registrar, Dave,

Here are this week’s discussion items for our 10 AM call.

Best,  
 Mark

**RMV Citrix Server Maintenance**

- <!--[if !supportLists]--> <!--[endif]--> Migrating RMV Citrix server to new hardware and storage Saturday, 4/13/2019, 2 - 8 PM
- <!--[if !supportLists]--> <!--[endif]--> Eliminates problematic Extreme IO storage that was root cause of recent major RMV incident (INC0204442 - Urgent Citrix Unavailable - (3/6/2019))
- <!--[if !supportLists]--> <!--[endif]--> ALARS and Microsoft Office applications impacted
- <!--[if !supportLists]--> <!--[endif]--> Required to vacate 10 PP 8110 data center by June 1 ahead of major electrical maintenance
- <!--[if !supportLists]--> <!--[endif]--> Very low technical risk to complete
- <!--[if !supportLists]--> <!--[endif]--> Harri Rosenberg and Matt Wood have approved
- <!--[if !supportLists]--> <!--[endif]--> Extra day to address any issues with 3-day weekend
- <!--[if !supportLists]--> <!--[endif]--> Delaying work would introduce further risk – timeline/dependent work is tight to meet June 1 deadline to vacate Suite 8110

**Watertown RMV Service Center Move**

- No official move date. Opening date no sooner than May 17, 2019
  - No known risk or impediments with IT.
  - Comcast fiber installation
    - Installation completion scheduled for 4/12/19
- <!--[if !supportLists]--> <!--[endif]--> Internet configuration may not get completed until another 2 weeks. 4/10 site survey found minor issue with design

**Taunton RMV Service Center Move**

- <!--[if !supportLists]--> <!--[endif]--> Still no official move date – presently targeting July 1 opening
- <!--[if !supportLists]--> <!--[endif]--> If July 1 opening cannot be met, the move would be delayed until January per Registrar
- <!--[if !supportLists]--> <!--[endif]--> Received floorplan on 4/8
- <!--[if !supportLists]--> <!--[endif]--> 10 DL/ID complete kits (present state = seven -7-)
- <!--[if !supportLists]--> <!--[endif]--> Three -3- additional DL/ID needed
- <!--[if !supportLists]--> <!--[endif]--> Two -2- spare in inventory with Idemia, at least one -1- needs to be procured (12-16 week lead time) will confirm with Idemia they can borrow -1- DL/ID kit from break/fix pool until new DL/ID kit(s) arrive(s)
- <!--[if !supportLists]--> <!--[endif]--> Submitting request for SOW to Idemia by 4/12
- <!--[if !supportLists]--> <!--[endif]--> Site visit planned for week of 4/15
- <!--[if !supportLists]--> <!--[endif]--> After review of Comcast configuration, it is expected that Comcast work will be minimal, and will only require extending circuits from current building electrical room to new space (i.e., no trenching)

###

Miscellaneous

<!--[if !supportLists]--> <!--[endif]--> Maintenance –Generally-

Item	Description	Date/Timeframe	Service Impacting	Comments
1	CHG0037396 – Migrate Citrix Servers to New Hardware and Storage – work needed to vacate 10 PP 8110 data center by June 1 ahead of major electrical maintenance	04-13-2019 02:00 PM - 08:00 PM	No Citrix access to ALARS or Microsoft Office Applications during maintenance	Maintenance scheduled for Saturday afternoon thru Saturday evening
2	EOTSS performing non-disruptive maintenance to internet circuits at MITC and SDC Wednesday April 17th at 7:00 PM (EOTSS: ServiceNow CHG0008600)	04-17-2019 07:00 PM – 11:59 PM	No downtime is expected	EOTSS managed site-to-site VPN connections WILL experience a short disruption from as little as 2 minutes and possibly up to 30 minutes in duration during the change window
3	EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support ATLAS R2	04-13-2019 02:00 PM – 10:00 PM	No downtime is expected	There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2 To complete these activities, EOTSS is proposing weekly storage maintenance windows starting on April 25 <sup>th</sup> The maintenance has been tentatively scheduled over multiple weeks to minimize risks to the ATLAS environment All maintenance will be done “live” and will not require any downtime of the ATLAS environment
4	Digital Safety Training Program	Ongoing; no later than April 30		

4/12/2019 9:20 AM

**From:** Newton, Mark (DOT)  
**Sent:** Thursday, April 04, 2019 2:54 PM  
**To:** Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Bedard, David (DOT) <david.bedard@state.ma.us>  
**Cc:** Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>  
**Subject:** Registrar/IT Weekly Check in

Happy Pre-Friday – Registrar, Dave!

Here are this week s updates for consideration during tomorrow s scheduled 10 AM call Given there are no significant material issues or updates, would you like to forego this week s call, or would you prefer to meet as usual, could you kindly let us know Registrar? Thank you

Regards,  
Mark

**QHQ 1st Floor Atlas Business Testing/Training**

<!--[if !supportLists]--> <!--[endif]-->QHQ 1st Floor Atlas Business Testing/Training  
<!--[if !supportLists]--> <!--[endif]-->Ricoh Printer(s): Contact Center & Training: Deliver Date: **-Delivered- 4/4/2019-**

**Watertown RMV Service Center Move**

- No official move date. Opening date no sooner than May 6, 2019

<!--[if !supportLists]--> <!--[endif]-->No known risk or impediments with IT  
<!--[if !supportLists]--> <!--[endif]-->Agreed to use 49" TV monitors for QFlow, MVN and Security  
<!--[if !supportLists]--> <!--[endif]-->Comcast fiber installation  
<!--[if !supportLists]--> <!--[endif]-->Installation completion scheduled for ~~3/29/19~~ 4/12/2019

**Taunton RMV Service Center Move**

<!--[if !supportLists]--> <!--[endif]-->No official move date. Approximate June/July 2019  
<!--[if !supportLists]--> <!--[endif]-->Demolition permit in process  
<!--[if !supportLists]--> <!--[endif]-->Expected to be moved in before RMV operational freeze July 1  
<!--[if !supportLists]--> <!--[endif]-->If July 1 date cannot be met, the move would be delayed until January per RMV Registrar

**AAA Boston -=NEW=-**

- AAA planning to move its location somewhere in PO Square in Fall 2019

<!--[if !supportLists]--> <!--[endif]-->No other details at this time.

###

Miscellaneous

<!--[if !supportLists]--> <!--[endif]-->Maintenance –Generally-

Item	Description	Date/Timeframe	Service Impacting	Comments
1	TSS performing monthly Mainframe Logical Partition (or "LPAR") maintenance on Sunday April 7th (EOTSS: ServiceNow CHG0007528)	Sunday, April 7, 2019 from 3:30 – 5:30	No downtime Expected to return to service by 4:00 (+/-), within the daily Mainframe Maintenance Window	Occurs during the beginning of every month RMV Applications, Production Support to monitor and confirm, as is standard practice
2	CHG0037308 - Migration of Inner DMZ firewall and Load Balancer functions to new equipment in Suite 8150	04-07-2019 03 00 AM - 05 00 AM	Yes; no RMV payment transactions from 3 – 4 AM; (4-5 Testing/Monitoring)	Part II of II, /Testers scheduled/Mark has sent notification 4/3/19
3	EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support Atlas R2	04-13-2019 02 00 PM - 10 00 PM	No downtime is expected	To mitigate risk, EOTSS would like to schedule this effort as an eight -8- hour window outside of business hours /Testers scheduled/ Mark has sent LIMITED notification 4/3/19 JUST to Registrar for her approval If approved, larger distribution planned
4	Digital Safety Training Program	Ongoing; no later than April 30		

4/12/2019 9:14 AM

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 29, 2019 9:10 AM  
**To:** Deveney, Erin (DOT); Bedard, David (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** Registrar/IT Weekly Check in

Good Morning,

Please find the following updates for consideration during this morning s regularly scheduled 10 AM call

**QHQ 1st Floor Atlas Business Testing/Training**

<!--[if !supportLists]--> <!--[endif]-->QHQ 1st Floor Atlas Business Testing/Training  
<!--[if !supportLists]--> <!--[endif]-->Ricoh Printer(s): Deliver Date: Thursday, April 4, 2019, all three -3- machines to Quincy RMV Headquarters

**AAA Leominster Move**

- Move Date – Completed successfully on March 22, 2019

**Watertown RMV Service Center Move**

- No official move date. Opening date no sooner than May 6, 2019

<!--[if !supportLists]--> <!--[endif]-->No known risk or impediments with IT  
<!--[if !supportLists]--> <!--[endif]-->Agreed to use 49" TV monitors for QFlow, MVN and Security  
<!--[if !supportLists]--> <!--[endif]-->Comcast fiber installation

<!--[if !supportLists]--> <!--[endif]-->Installation completion scheduled for 3/29/19 ~~TO DAY~~.

#### Taunton RMV Service Center Move

<!--[if !supportLists]--> <!--[endif]-->No official move date. Approximate June/July 2019  
<!--[if !supportLists]--> <!--[endif]-->Demolition permit in process  
<!--[if !supportLists]--> <!--[endif]-->Expected to be moved in before RMV operational freeze July 1  
<!--[if !supportLists]--> <!--[endif]-->If July 1 date cannot be met, the move would be delayed until January per RMV Registrar

#### AAA Boston ==NEW==

- AAA planning to move its location somewhere in PO Square in Fall 2019

<!--[if !supportLists]--> <!--[endif]-->No other details at this time.

###

Miscellaneous

<!--[if !supportLists]--> <!--[endif]-->ACF

<!--[if !supportLists]--> <!--[endif]-->In RE: Replacement Ricoh units two -2- for Haymarket Service Center

<!--[if !supportLists]--> <!--[endif]-->As of 3/22/2019 AM, Ricoh has a tech scheduled to visit Haymarket today to assess the two devices – outcome partially dependent on results of their findings

<!--[if !supportLists]--> <!--[endif]-->Ricoh IS aware of our desire for replacement units AND aware that this matter is visible at the highest level

<!--[if !supportLists]--> <!--[endif]-->UPDATE: Due to the fact that the Haymarket units were part of the pilot, there was a HEAP/STACK setting that was pushed out to all but the Haymarket machines, that is in the process of being confirmed and/or reset to the optimum or new default setting to match the rest of the locations Symptom was: Delay when calling up the Autostore (Print-on-Demand) feature of the Ricoh devices, at times causing users to become frustrated and reset the device

<!--[if !supportLists]--> <!--[endif]-->ALARS Freeze Board (AFB) Candidate: 2019: Production Issue - Garage Code Update Process for Address Changes in ALARS (RMVLV25D) – Approved by Registrar, will move to Production next week

<!--[if !supportLists]--> <!--[endif]-->Maintenance –Generally-

Item Description	Date/Timeframe	Service Impacting	Comments
1 MassDOT IT, Operations/Server Team, RMV (ATLAS) Ongoing Windows Patching	3/31/2019, 02:00 AM - 08:00 AM	No downtime is expected	<b>Pending Registrar approval</b> /Testers scheduled/Mark to send notification
2 CHG0037247 - Migration of Outer DMZ firewall and Load Balancer functions to new equipment in Suite 8150	03-31-2019 03:00 AM - 05:00 AM	Yes; no RMV payment transactions from 3 – 4 AM; (4-5 Testing/Monitoring)	Part I of II, Part II next week /Testers scheduled/Mark to send notification
3 EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support Atlas R2	TBD	No downtime is expected	To mitigate risk, EOTSS would like to schedule this effort as an eight -8- hour window outside of business hours /Testers aware but not yet scheduled/Mark to send notification

4/12/2019 9:14 AM

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 22, 2019 9:43 AM  
**To:** Deveney, Erin (DOT); Bedard, David (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** Registrar/IT Weekly Check in

Good FRIDAY Morning Registrar, Dave,  
Today s updates for consideration during this morning s scheduled 10 AM call

#### QHQ 1st Floor Atlas Business Testing/Training

<!--[if !supportLists]--> <!--[endif]-->All 26 New PCs for third floor desks have been installed and are connected to the network

<!--[if !supportLists]--> <!--[endif]-->QHQ 1st Floor Atlas Business Testing/Training

<!--[if !supportLists]--> <!--[endif]-->Ricoh Printer(s) Target Date: (*backordered MP4055*) First week of April for all three -3- printers (specific date to be provided)

#### AAA Leominster Move

<!--[if !supportLists]--> <!--[endif]-->Move Date ~~TO DAY~~ March 22, 2019

#### Watertown RMV Service Center Move

<!--[if !supportLists]--> <!--[endif]-->No official move date Tentative opening date April 29, 2019

<!--[if !supportLists]--> <!--[endif]-->No known risks or impediments with IT

<!--[if !supportLists]--> <!--[endif]-->Awaiting feedback from General Services on TV size - Current Service Center uses 55" due to high ceilings - Standard is 49"

<!--[if !supportLists]--> <!--[endif]-->Comcast fiber installation

<!--[if !supportLists]--> <!--[endif]-->Fiber splice installation completed 3/18

<!--[if !supportLists]--> <!--[endif]-->Installation completion scheduled for 3/29/19

#### Taunton RMV Service Center Move

<!--[if !supportLists]--> <!--[endif]-->No official move date Approximate June/July 2019

<!--[if !supportLists]--> <!--[endif]-->Demolition permit in process

<!--[if !supportLists]--> <!--[endif]-->Expected to be moved in before RMV operational freeze July 1

<!--[if !supportLists]--> <!--[endif]-->If July 1 date cannot be met, the move would be delayed until January per RMV Registrar

**Roslindale RMV Service Center**

<!--[if !supportLists]--> <!--[endif]-->Very early in process  
<!--[if !supportLists]--> <!--[endif]-->Targeting Q1 2020 CY opening

###

Miscellaneous

<!--[if !supportLists]--> <!--[endif]-->ACF Technologies, Q-Flow Queuing Application Deprecation of the AWS Classic VPN Connection by 4/1/2019  
Thursday, March 21, 2019 afterhours @ 5:30 PM  
<!--[if !supportLists]--> <!--[endif]-->EOTSS Resources on hand at the beginning of the work (5:30 PM) from 07 00 AM on Friday, March 22, 2019  
<!--[if !supportLists]--> <!--[endif]-->ACF Resources also available Thursday and Friday (Pulseway access to confirm QFlow functionality (all but printing tickets)  
<!--[if !supportLists]--> <!--[endif]-->MassDOT IT, to coordinate with DMs to arrange for RMV testers within each region  
<!--[if !supportLists]--> <!--[endif]-->**Primary mission successful** – will need to schedule a subsequent effort to facilitate failover ACF/QFlow VPN connection to Springfield Data Center (or "SDC")  
<!--[if !supportLists]--> <!--[endif]-->Post action review of Citrix production incident

**Root Cause**

This was a very unusual hardware failure that might be described as "once in a lifetime" Our storage hardware is highly redundant, but had both backup batteries fail within a few minutes of each other at just before 10:00pm on March 5<sup>th</sup> The device shut itself down to prevent data loss We identified the root cause and ordered replacement parts by 4:00am on March 6<sup>th</sup> The parts arrived and were installed by noon Restoring the server environment took until 5:00pm that day

**Next Steps**

<!--[if !supportLists]--> <!--[endif]-->Retire this storage device and move all data to brand new hardware by 5/17  
<!--[if !supportLists]--> <!--[endif]-->Review other hardware around DOT to proactively identify any older pieces that may be subject to similar failures Complete by 5/31  
<!--[if !supportLists]--> <!--[endif]-->Hire an architect to review our current server and storage architecture, with the objective of providing more redundancy and reducing our recovery time for future incidents He will start in the next two weeks and we expect the new architecture design to be complete by 5/3 We will immediately begin implementation of the recommended changes  
<!--[if !supportLists]--> <!--[endif]-->We are in the process of redesigning our incident response processes We will complete and deploy the changes by 4/26  
  
<!--[if !supportLists]--> <!--[endif]-->Replacement Ricoh units two -2- for Haymarket Service Center  
<!--[if !supportLists]--> <!--[endif]-->As of 3/22/2019 AM, Ricoh has a tech scheduled to visit Haymarket today to assess the two devices – outcome partially dependent on results of their findings  
<!--[if !supportLists]--> <!--[endif]-->Ricoh IS aware of our desire for replacement units AND aware that this matter is visible at the highest level  
<!--[if !supportLists]--> <!--[endif]-->ALARS Freeze Board (AFB) Candidate: 2019: Production Issue - Garage Code Update Process for Address Changes in ALARS (RMVVL25D)

4/12/2019 9:14 AM

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 15, 2019 2:53 PM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Additionally, I confirmed;

<!--[if !supportLists]--> <!--[endif]-->that the wall bracket for the QFlow TV is fit for purpose with Bill Norrish (Watertown)  
<!--[if !supportLists]--> <!--[endif]-->that Jim Tilley of the MassDOT IT, Network team will be on the watch for the EOTSS/Q-Flow, Deprecation of the AWS Classic VPN Connection on Thursday, March 21, 2019 afterhours @ 5:30 PM / Friday AM  
<!--[if !supportLists]--> <!--[endif]-->Paul Lavallee has sent an update/reminder to the RMV DM s regarding upcoming scheduled DCP implantations

I also followed-up on an Email from Bill Norrish to David Hempe regarding attempting to confirm the AAA Leominster move date tentatively re-scheduled to March 22, 2019 – awaiting reply

Have a fantastic weekend to you both!  
-Mark

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**From:** Bedard, David (DOT)  
**Sent:** Friday, March 15, 2019 12:49 PM  
**To:** Newton, Mark (DOT); Deveney, Erin (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

I confirmed there is a \$500k placeholder for OPMI dashboard work, subject to final approval and any changes in priorities I will touch base with Rachel on Monday

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 15, 2019 9:48 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

**QHO 1st Floor Atlas Business Testing/Training**

<!--[if !supportLists]--> <!--[endif]-->Ricoh Printer(s) Target Date: TBD  
<!--[if !supportLists]--> <!--[endif]-->Order placed / awaiting delivery status from Ricoh  
**AAA Leominster Move**  
<!--[if !supportLists]--> <!--[endif]-->Move Date – Tentatively re-scheduled to March 22, 2019  
<!--[if !supportLists]--> <!--[endif]-->

Waiting for AAA confirmation

Watertown RMV Service Center Move

<!--[if !supportLists]--> <!--[endif]-->No official move date. Tentative opening date April 29, 2019  
<!--[if !supportLists]--> <!--[endif]-->Comcast fiber installation  
<!--[if !supportLists]--> <!--[endif]-->Fiber splice installation scheduled for Friday, 3/15  
<!--[if !supportLists]--> <!--[endif]-->Installation completion scheduled for 3/29/19  
<!--[if !supportLists]--> <!--[endif]-->AV Installation to support QFlow  
<!--[if !supportLists]--> <!--[endif]-->Completed 3/14  
<!--[if !supportLists]--> <!--[endif]-->ACF  
<!--[if !supportLists]--> <!--[endif]-->ACF to deliver wall bracket for QFlow TV by 3/8 so General Contractor can install  
<!--[if !supportLists]--> <!--[endif]-->Received By General Contractor on schedule 3/8  
<!--[if !supportLists]--> <!--[endif]-->Updated computer/IP worksheet completed with existing equipment IP information  
<!--[if !supportLists]--> <!--[endif]-->Beth Pellegrini ordered second Bank of America scanner for new Cash Room

Taunton RMV Service Center Move

<!--[if !supportLists]--> <!--[endif]-->No official move date Approximate June/July 2019  
<!--[if !supportLists]--> <!--[endif]-->Demolition permit has been pulled (Planet Fitness)  
<!--[if !supportLists]--> <!--[endif]-->Lease was signed  
<!--[if !supportLists]--> <!--[endif]-->Expected to be moved in before RMV operational freeze July 1  
<!--[if !supportLists]--> <!--[endif]-->If July 1 date cannot be met, move would be delayed until January per RMV Registrar

Roslindale RMV Service Center

Very early in process  
Targeting Q1 2020 CY opening

###

Miscellaneous

<!--[if !supportLists]--> <!--[endif]-->Update: Attleboro Q-Flow Kiosk  
ACA to perform an onsite review of kiosk and also bring a replacement monitor with the bread board (or " internal touchscreen") that goes inside the kiosk Tech will be onsite either on Tuesday or Wednesday of next week / these days were chosen as it's less busy at the service center  
INC0205329 / SR00008508 - Attleboro - the QFlow self-service kiosk is not working properly, keeps losing a connection to the system <THIS week>  
INC0204658 / SR00008268 - having on going issues with q-flow system - not printing and wrong categories calibrated <last week>  
<!--[if !supportLists]--> <!--[endif]-->Effort 1 of 2 - MassDOT IT, Server: Routine Security Updates to the ATLAS System  
Sunday, March 17, 2019 from 03 00 AM to 04:00 AM (Estimated), the MassDOT IT, Server team will be performing routine security updates to the ATLAS system  
NO prolonged interruption of service is expected; however, brief disruptions may occur during this time  
<!--[if !supportLists]--> <!--[endif]-->Effort 2 of 2 - EOTSS, MassDOT IT, Chelsea Circuit Cut Over to New Core Switches  
Sunday, March 17, 2019 from 08 00 AM to 11:00 AM (Estimated), we will be cutting over the EOTSS Chelsea circuits to the new Cisco 9300 Core WAN layer distribution switches in the 8150 server room, as part of the comprehensive Core Migration project  
NO interruption of service is expected; however, brief disruptions may occur  
<!--[if !supportLists]--> <!--[endif]-->ACF Technologies, Q-Flow Queuing Application Deprecation of the AWS Classic VPN Connection by 4/1/2019  
Thursday, March 21, 2019 afterhours @ 5:30 PM  
<!--[if !supportLists]--> <!--[endif]-->EOTSS Resources on hand at the beginning of the work (5:30 PM) from 07 00 AM on Friday, March 22, 2019  
<!--[if !supportLists]--> <!--[endif]-->ACF Resources also available Thursday and Friday (Pulseway access to confirm QFlow functionality (all but printing tickets)  
<!--[if !supportLists]--> <!--[endif]-->MassDOT IT, to coordinate with DMs to arrange for RMV testers within each region  
<!--[if !supportLists]--> <!--[endif]-->Post action review of Citrix production incident (TBD)  
<!--[if !supportLists]--> <!--[endif]-->RMV Application Development Fixed an online (web) code bug (INC0205513) that was preventing certain 'Company' plate types from getting a duplicate registration online While the reported incident is for a municipal plate (MVN) it was discovered that five additional 'Company' plates types were being excluded too Company plates types fixed and tested are as follows:  
<Value>ATN</Value>  
<Value>AXN</Value>  
<Value>MVN</Value>  
<Value>MXN</Value>  
<Value>STN</Value>  
<Value>SXN</Value>  
CHG0037130 - INC0205513 - error duplicating Municipal (MVN) registrations via e-services  
<!--[if !supportLists]--> <!--[endif]-->Reminder to DMs, anyone wishing to deploy QFlow DCP by the April 12, 2019 deadline should be expressing their interests now  
4/12/2019 9:14 AM

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 08, 2019 9:47 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Morning Registrar, Dave,  
Below are today s updates for consideration during this morning s scheduled 10 AM call

QHO 1st Floor Atlas Business Testing/Training

<!--[if !supportLists]--> <!--[endif]-->Ricoh Printer(s) Target Date: TBD  
<!--[if !supportLists]--> <!--[endif]-->Working through some procurement details / Upside: devices are quick-to-deploy

AAA Leominster Move

<!--[if !supportLists]--> <!--[endif]-->Move Date – Tentatively re-scheduled to March 22, 2019  
<!--[if !supportLists]--> <!--[endif]-->AAA is having IT issue that caused delay  
<!--[if !supportLists]--> <!--[endif]-->This is with their business IT - unrelated to RMV/MassDOT systems which are ready



**Watertown RMV Service Center Move**

<!--[if !supportLists]--> <!--[endif]-->No official move date - Approximate April 2019  
<!--[if !supportLists]--> <!--[endif]-->Comcast fiber installation  
<!--[if !supportLists]--> <!--[endif]-->Interior and exterior rough cabling completed  
<!--[if !supportLists]--> <!--[endif]-->Final installation scheduled for Friday, 3/15  
<!--[if !supportLists]--> <!--[endif]-->AV Installation to support QFlow  
<!--[if !supportLists]--> <!--[endif]-->Installation of AV systems scheduled for 3/12-3/14/19  
<!--[if !supportLists]--> <!--[endif]-->Fabric backdrop  
<!--[if !supportLists]--> <!--[endif]-->Delivered to General Services – on schedule  
<!--[if !supportLists]--> <!--[endif]-->ACF  
<!--[if !supportLists]--> <!--[endif]-->ACF to deliver wall bracket for QFlow TV by 3/8 so General Contractor can install  
<!--[if !supportLists]--> <!--[endif]-->Waiting for confirmation  
<!--[if !supportLists]--> <!--[endif]-->Draft computer/IP worksheet distributed to IT team with listing of existing equipment being moved and new equipment being installed

**Taunton RMV Service Center Move**

<!--[if !supportLists]--> <!--[endif]-->No official move date Approximate June/July 2019  
<!--[if !supportLists]--> <!--[endif]-->Demolition permit has been pulled (Planet Fitness)  
<!--[if !supportLists]--> <!--[endif]-->Lease was signed  
<!--[if !supportLists]--> <!--[endif]-->Expected to be moved in before RMV operational freeze July 1  
<!--[if !supportLists]--> <!--[endif]-->If July 1 date cannot be met, move would be delayed until January per RMV Registrar

**Roslindale RMV Service Center**

Very early in process  
Targeting Q1 2020 CY opening

###

Miscellaneous

<!--[if !supportLists]--> <!--[endif]-->VLS (SAVE) Production Scheduled Maintenance, Friday, March 8, 2019 from 09 00 PM until 11:59 PM  
The recommendation from the RMV business is leaving the Web transactions up and available during this upcoming maintenance period  
Customers that attempt to process transactions using either a birth certificate or US Passport/Card will be successful during this SAVE outage  
Since go-live the majority of documents presented for lawful presence have been either a birth certificate or US Passport/Card (77 %) If approve, I'll send communications out later this AM

<!--[if !supportLists]--> <!--[endif]-->We have an alert already planned on the web site and we can add a SAVE system maintenance value so customers using SAVE transactions that don't read the alert will get stopped  
<!--[if !supportLists]--> <!--[endif]-->THIS weekend the Mainframe will be going down for a Scheduled Mainframe Outage - Sunday, March 10th at 3:30 AM Clock Time scheduled to 05:45 AM EOTSS will be setting the Mainframe clock forward one (1) hour for Daylight Savings Time (or "DST")

When: Sunday, March 10th from (2:30 AM Mainframe Time) 03:30 AM to 05:45 AM  
Why: 1 Regular Monthly Charge-back IPL – RSYS and 2 Scheduled Mainframe annual Daylight Savings Time (DST) Change  
Internal Impact: All access to mainframe will be effected/unavailable  
RMV Customer Impact: No RMV internet (Registration & Title) transactions, no IVR transactions and no mainframe access during this time window

<!--[if !supportLists]--> <!--[endif]-->ALARS Freeze Board (AFB) Candidate: 2014: Changes to No Policy Report – To be moved to Production 3/13/2019  
<!--[if !supportLists]--> <!--[endif]-->Interim/indefinite solution has been provided to the VSCS team/representative in Worcester

4/12/2019 9:14 AM

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 01, 2019 9:22 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Morning Registrar, Dave – Happy Friday and March 1<sup>st</sup> – Can Spring be far away?  
Here are today's updates for consideration during this morning's scheduled 10 AM call

**QHO 1st Floor Atlas Business Testing/Training**

<!--[if !supportLists]--> <!--[endif]-->26 New PCs for third floor desks that will be vacated - deployment begun March 1

**AAA Leominster Move**

<!--[if !supportLists]--> <!--[endif]-->Move Date – Wednesday, March 6, 2019  
<!--[if !supportLists]--> <!--[endif]-->Reached out to Karen Pedi to secure an RMV CSR for testing

**Watertown RMV Service Center Move**

<!--[if !supportLists]--> <!--[endif]-->No official move date Approximate April 2019  
<!--[if !supportLists]--> <!--[endif]-->Comcast fiber installation  
<!--[if !supportLists]--> <!--[endif]-->Interior installation of "rough" cabling completed 2/25  
<!--[if !supportLists]--> <!--[endif]-->Exterior installation process started including DigSafe notification  
o Dependent on weather but expected to be completed by 3/8  
<!--[if !supportLists]--> <!--[endif]-->Comcast believes all work to be completed by 3/15  
<!--[if !supportLists]--> <!--[endif]-->AV Installation to support QFlow  
<!--[if !supportLists]--> <!--[endif]-->TV monitor brackets installation completed  
<!--[if !supportLists]--> <!--[endif]-->Requested additional PO to cover speaker wire installation from Valley Communication on 2/20  
<!--[if !supportLists]--> <!--[endif]-->Installation of AV systems scheduled for 3/25-3/26/19  
<!--[if !supportLists]--> <!--[endif]-->Fabric backdrop  
<!--[if !supportLists]--> <!--[endif]-->Idemia delivered to Creative Office Pavilion (furniture vendor) backdrop fabric on 2/28  
<!--[if !supportLists]--> <!--[endif]-->ACF SOW  
<!--[if !supportLists]--> <!--[endif]-->ACF to deliver wall bracket for QFlow TV by 3/8 so General Contractor can install.

**Taunton RMV Service Center Move**

<!--[if !supportLists]--> <!--[endif]-->No official move date Approximate June/July 2019  
<!--[if !supportLists]--> <!--[endif]-->Demolition permit has been pulled (Planet Fitness)  
<!--[if !supportLists]--> <!--[endif]-->Lease was signed  
<!--[if !supportLists]--> <!--[endif]-->Expected to be moved in before RMV operational freeze July 1  
<!--[if !supportLists]--> <!--[endif]-->If July 1 date cannot be met, move would be delayed until January per RMV Registrar

#### Roslindale RMV Service Center

<!--[if !supportLists]--> <!--[endif]-->Very early in process  
<!--[if !supportLists]--> <!--[endif]-->Targeting Q1 2020 CY opening

###

#### Miscellaneous

<!--[if !supportLists]--> <!--[endif]-->ACF/Q-Flow --Pulseway deployment statewide on 2/27-2/28 - successfully completed  
<!--[if !supportLists]--> <!--[endif]-->VLS (SAVE) Production Scheduled Maintenance, Tuesday, March 5, 2019, Estimated Duration: 10:00 PM ET until Wednesday, March 6, 2019 4:00 AM ET Only Foreign Visa/Passport data will not be available to SAVE/VLS during this time All other VIS functions will be available RMV Communications (Nancy Cox) has crafted and scheduled a Web alert  
<!--[if !supportLists]--> <!--[endif]-->NEXT weekend the Mainframe will be going down for a Scheduled Mainframe Outage - Sunday, March 10th at 3:30 AM Clock Time scheduled to 05:45 AM EOTSS will be setting the Mainframe clock forward one (1) hour for Daylight Savings Time (or "DST")

When: Sunday, March 10th from (2:30 AM Mainframe Time) 03:30 AM to 05:45 AM

Why: 1 Regular Monthly Charge-back IPL – RSY5 and 2 Scheduled Mainframe annual Daylight Savings Time (DST) Change

Internal Impact: All access to mainframe will be effected/unavailable

RMV Customer Impact: No RMV internet (Registration & Title) transactions, no IVR transactions and no mainframe access during this time window

<!--[if !supportLists]--> <!--[endif]-->ALARS Freeze Board (AFB) Candidate: 2014: Changes to No Policy Report (Approval: Y/N)

4/12/2019 9:14:28 AM

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, February 22, 2019 9:12 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Morning Registrar, Dave,

Here are today's updates for consideration during this morning's scheduled 10 AM call

#### QHQ 1st Floor Atlas Business Testing/Training

<!--[if !supportLists]--> <!--[endif]-->26 New PCs are being proposed for third floor desks that will be vacated Targeting March 1 completion  
<!--[if !supportLists]--> <!--[endif]-->New Ricoh color copier will be installed in space IT Service Desk working with Ricoh to procure  
<!--[if !supportLists]--> <!--[endif]-->Interim color printer and black and white copier were installed 2/14

#### AAA Leominster Move

<!--[if !supportLists]--> <!--[endif]-->Move Date – Re-scheduled March 6, 2019  
<!--[if !supportLists]--> <!--[endif]-->Comcast RMV data installation completed 2/14

#### Watertown RMV Service Center Move

<!--[if !supportLists]--> <!--[endif]-->No official move date Approximate April 2019  
<!--[if !supportLists]--> <!--[endif]-->Comcast fiber installation  
<!--[if !supportLists]--> <!--[endif]-->Plans were approved by mall management 2/20  
<!--[if !supportLists]--> <!--[endif]-->Interior installation of cabling could start as early as 2/22  
<!--[if !supportLists]--> <!--[endif]-->Exterior installation process started including DigSafe notification  
<!--[if !supportLists]--> <!--[endif]-->Dependent on weather but no expected issues completing before 4/1/19  
<!--[if !supportLists]--> <!--[endif]-->AV Installation to support QFlow  
<!--[if !supportLists]--> <!--[endif]-->TV monitor brackets delivered 2/15  
<!--[if !supportLists]--> <!--[endif]-->Learned on 2/20/19 that installation of speaker wire not included in General Contractor contract  
<!--[if !supportLists]--> <!--[endif]-->This differs from last two Service Center buildout  
<!--[if !supportLists]--> <!--[endif]-->Requested additional PO to cover speaker wire installation from Valley Communication on 2/20  
<!--[if !supportLists]--> <!--[endif]-->Tentative installation of AV systems scheduled for 3/26/19  
<!--[if !supportLists]--> <!--[endif]-->Fabric backdrop  
<!--[if !supportLists]--> <!--[endif]-->Creative Office Pavilion (furniture vendor) needs roll of backdrop fabric by 3/1  
<!--[if !supportLists]--> <!--[endif]-->Confirmed with Idemia They will have in Billerica well before that date  
<!--[if !supportLists]--> <!--[endif]-->ACF SOW  
<!--[if !supportLists]--> <!--[endif]-->Submitted IT Request for SOW 2/19

#### Taunton RMV Service Center Move

<!--[if !supportLists]--> <!--[endif]-->No official move date Approximate June/July 2019  
<!--[if !supportLists]--> <!--[endif]-->Lease was signed  
<!--[if !supportLists]--> <!--[endif]-->Expected to be moved in before RMV operational freeze July 1  
<!--[if !supportLists]--> <!--[endif]-->If July 1 date cannot be met, move would be delayed until January per RMV Registrar

#### Roslindale RMV Service Center

<!--[if !supportLists]--> <!--[endif]-->Very early in process  
<!--[if !supportLists]--> <!--[endif]-->Targeting Q1 2020 CY opening

###

#### Miscellaneous

<!--[if !supportLists]--> <!--[endif]-->REMINDER: RMV - Database Maintenance for Production CV11 – Monday, February 25th - 2019 - 03 00 AM – 04:00 AM - no additional down time – MassDOT IT, Change Request CH60036856  
Received an NCOA (National Change of Address) file from ATLAS to be imported into ALARS The file contains 3,587,386 records  
In order process 3.5+ million records into ALARS the ADDR (Address) area of the database needs to be expanded to hold this additional data This process is expected to take 40 minutes  
<!--[if !supportLists]--> <!--[endif]-->MassDOT IT, Operations/Server Team, RMV (ATLAS) Ongoing Windows Patching: 2/24/2019, 02 00 AM -

08:00 AM - We expect NO prolonged interruption of service; however, brief disruptions may occur

---

**From:** Newton, Mark (DOT)  
**Sent:** Friday, February 15, 2019 8:48 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Morning Registrar,

Here are today's updates for consideration during this morning's scheduled 10 AM call  
Appearing at the bottom are a few MassDOT IT, ALARS Freeze Board (or "AFB") items for which I would ask your consent to move forward and some miscellaneous points of interest...

Thank you Registrar,  
Mark

**Back Office/Facial Rec Production Issues**

<!--[if !supportLists]--> <!--[endif]-->Root Cause Analysis Meeting was held on 2/14/2019  
<!--[if !supportLists]--> <!--[endif]-->Discussion/Findings/Calls to Action

**QHQ 1st Floor Atlas Business Testing/Training**

<!--[if !supportLists]--> <!--[endif]-->Systems and employee moves from Third floor to 1st floor completed 2/14  
<!--[if !supportLists]--> <!--[endif]-->26 New PCs are being proposed for third floor desks that will be vacated Targeting March 1 completion  
<!--[if !supportLists]--> <!--[endif]-->New Ricoh color copier will be installed in space IT Service Desk working with Ricoh to procure  
<!--[if !supportLists]--> <!--[endif]-->Interim color printer and black and white copier were installed 2/14

**AAA Leominster Move**

<!--[if !supportLists]--> <!--[endif]-->Move Date – Re-scheduled March 6, 2019  
<!--[if !supportLists]--> <!--[endif]-->Changed from Feb 22 to avoid school vacation week and AAA travel event week of 2/25  
<!--[if !supportLists]--> <!--[endif]-->Comcast completed RMV data installation 2/14

**Watertown RMV Service Center Move**

<!--[if !supportLists]--> <!--[endif]-->No official move date Approximate April 2019  
<!--[if !supportLists]--> <!--[endif]-->Comcast fiber installation  
<!--[if !supportLists]--> <!--[endif]-->Awaiting for ETA on delivery of detailed installation plans Process is underway  
<!--[if !supportLists]--> <!--[endif]-->Plans will need to be approved by mall management before they can start installation  
<!--[if !supportLists]--> <!--[endif]-->This continues to require close monitoring to ensure completion before scheduled opening  
<!--[if !supportLists]--> <!--[endif]-->General Contractor needs monitor brackets for QFlow/MVN TVs by 2/15  
<!--[if !supportLists]--> <!--[endif]-->Valley to delivered 2/14  
<!--[if !supportLists]--> <!--[endif]-->Fabric backdrop  
<!--[if !supportLists]--> <!--[endif]-->Creative Office Pavilion (furniture vendor) needs roll of backdrop fabric by 3/1  
<!--[if !supportLists]--> <!--[endif]-->Confirmed with Idemia They will have in Billerica well before that date  
<!--[if !supportLists]--> <!--[endif]-->ACF SOW  
<!--[if !supportLists]--> <!--[endif]-->Still waiting for SOW from ACF  
<!--[if !supportLists]--> <!--[endif]-->Followed up again on 2/13 and escalated today 2/15

**Taunton RMV Service Center Move**

<!--[if !supportLists]--> <!--[endif]-->No official move date Approximate June/July 2019  
<!--[if !supportLists]--> <!--[endif]-->Lease was signed  
<!--[if !supportLists]--> <!--[endif]-->Expected to be moved in before RMV operational freeze July 1  
<!--[if !supportLists]--> <!--[endif]-->If July 1 date cannot be met, move would be delayed until January per Registrar

###

(AFB)

<!--[if !supportLists]-->1 <!--[endif]-->ALARS Freeze Board (AFB) Candidate: 2017: Production Issue - Excise value calculation field is two (2) bytes short causing a truncation of Excise Tax Value  
<!--[if !supportLists]-->2 <!--[endif]-->ALARS Freeze Board (AFB) Candidate: 2014: Changes to No Policy Report  
<!--[if !supportLists]-->3 <!--[endif]-->ALARS Freeze Board (AFB) Candidate: 2018: Please disable the RMV's Policy Information Portal (PiP) public version only (DMZ-WB-BOS-P12/P13) -completely offline-

###

Miscellaneous

<!--[if !supportLists]--> <!--[endif]-->RMV - Database Maintenance for Production CV11 – Monday, February 25th - 2019 - 03:00 AM – 04:00 AM - no additional down time – MassDOT IT, Change Request CHG0036856  
<!--[if !supportLists]--> <!--[endif]-->INCO200051 - ALARS CREDIT CARD TRANSACTION is not going through in the Application bottom left just shows 2 Parenthesis – (Enforcement Services)  
<!--[if !supportLists]--> <!--[endif]-->MAB Placard Printer Proof of Concept (PoC), Other  
<!--[if !supportLists]--> <!--[endif]-->Proof of Concept testing (Future State) - **with RMV Business/Tech coordinating a meeting for next week with MAB stakeholders, Lexmark representative, RRD representative and Tech**  
<!--[if !supportLists]--> <!--[endif]-->Desk and DL/ID assets move located in the 3rd floor of Haymarket, MAB Walk-In service room (Room 343) Tuesday, February 12th 8 AM-9 AM – **COMPLETED as scheduled-**  
<!--[if !supportLists]--> <!--[endif]-->INCO200481 - Medical Affairs workstation signature pad and camera is indicating not connected – (MAB) Walk-Walk-In (Rm 343)  
<!--[if !supportLists]--> <!--[endif]-->Instituting a self-service digital kiosk and/or registration center with application technology (i.e. QLESS servicing platform) similar to the EZ-PASS customer counter and RMV Service Centers – **With RMV Business/No Tech action at this time**  
<!--[if !supportLists]--> <!--[endif]-->TEMPORARILY Relocate Printer QHQ-3rd Floor-MAB-PLACARD (ATLAS – 3109 Jen Hoban's area) from QHQ to Haymarket MAB 4th Floor Location – **Permissions confirmed with Syc to relocate the printer, indefinite to permanent term, coordinating with General Services to physically move this floor standing printer – Work in Progress – (Current State)**  
<!--[if !supportLists]--> <!--[endif]-->A wall monitor in Corrine Steller's office that has the ability for a split screen dashboard - **Requires further discussion with Corrine, to be held within a week's time**  
<!--[if !supportLists]--> <!--[endif]-->Requisition two (2) privacy screens for the Room 343 DL/ID workstation monitors - **REQ0028889**

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, February 08, 2019 12:40 PM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Afternoon Registrar,  
A quick follow-up to outstanding questions from this morning's call...

<!--[if !supportLists]--> <!--[endif]-->There will be phones in adequate supply for the QHQ moves  
<!--[if !supportLists]--> <!--[endif]-->Greenfield QFlow connectivity issues are reported/confirmed resolved  
<!--[if !supportLists]--> <!--[endif]-->Haymarket QFlow tablet issue is also reported/confirmed resolved

Thank you Registrar  
Best,  
Mark

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, February 08, 2019 9:18 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Another Fantastic Friday morning to you... Here are the updates for consideration during this morning's scheduled 10 AM call...

#### **Back Office/Facial Rec Production Issues**

- Meeting has been scheduled with Idemia to discuss root cause (Wednesday, February 13, 2019)
- More detail to follow meeting

#### **MAB Placard Printer Proof of Concept (PoC), Other**

- MassDOT IT is working multiple MAB priorities including Placard Printer PoC – Details within attachment
- <!--[if !supportLists]--> <!--[endif]-->Desk and DL/ID assets move located in the 3rd floor of Haymarket, MAB Walk-In service room (Room 343) Tuesday, February 12th 8 AM-9 AM  
<!--[if !supportLists]--> <!--[endif]-->Instituting a self-service digital kiosk and/or registration center with application technology (i.e. QLESS servicing platform) similar to the EZ-PASS customer counter and RMV Service Centers (please see attachment)  
<!--[if !supportLists]--> <!--[endif]-->TEMPORARILY Relocate Printer QHQ-3rd Floor-MAB-PLACARD (ATLAS – 3109 Jen Hoban's area) from QHQ to Haymarket MAB 4th Floor Location  
<!--[if !supportLists]--> <!--[endif]-->A wall monitor in my office (C 5 ) that has the ability for a split screen dashboard  
<< Message: Re: MAB Facility Upgrade Request and Customer Servicing Project >>

#### **Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)**

- Will coordinate delivery post successful completion of Placard Printers

#### **AAA Leominster Move**

- Move Date – **Feb 22, 2018 \*NEW\***
- Comcast had minor site issues and new plan was needed Required coordination with landlord Awaiting revised install schedule
- Monitoring closely with AAA for impact to move date

#### **QHQ 1st Floor Atlas Business Testing/Training**

- Furniture and cabling completed
- Systems and employee moves expected to be completed 2/15
- John Primerano and Dawn Ball coordinating schedule
- 26 New PCs are being proposed for third floor desks that will be vacated Targeting March 1 completion
- New Ricoh color copier will be installed in space Dawn Ball working with Ricoh to procure
- May need to use interim device if copier not delivered in time

#### **Watertown RMV Service Center Move**

- No official move date Approximate April 2019
- Construction work resumed
- Comcast fiber installation
- Mall management is requiring more detailed installation plans than have been provided to date
- Waiting for plan and approach to provide from Comcast management
- This continues to require close monitoring to ensure completion before scheduled opening
- General Contractor needs monitor brackets for QFlow/MVN TVs by 2/15
- Waiting for delivery confirmation

#### **Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Risks High complexity, moderate to high exposure to risk
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per Registrar

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, February 01, 2019 9:08 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Friday Morning to you both...  
<< OLE Object: Picture (Device Independent Bitmap) >>

#### **Back Office/Facial Rec Production Issues**

<!--[if !supportLists]--> <!--[endif]-->Ongoing, progress being made

**Procure Lexmark Placard Printer for Medical Affairs Bureau (MAB)**

<!--[if !supportLists]--> <!--[endif]-->Proof of Concept testing is being conducted at QHQ there has been some team hands-on, and we're looking at engaging representatives of both RRD and Lexmark (vendor/reseller) to ensure testing is optimized (for proposed volume and quality) and more closely resembles likely real use

**Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)**

<!--[if !supportLists]--> <!--[endif]-->Will coordinate delivery post successful completion of Placard Printers

**AAA Leominster Move**

<!--[if !supportLists]--> <!--[endif]-->Move Date – Changed to Feb 15, 2018

<!--[if !supportLists]--> <!--[endif]-->Comcast had minor site issues and new planned is needed Awaiting revised install schedule

**QHQ 1st Floor Atlas Business Testing/Training**

<!--[if !supportLists]--> <!--[endif]-->Walkthrough with RMV Business 1/30

<!--[if !supportLists]--> <!--[endif]-->Finalized move locations

<!--[if !supportLists]--> <!--[endif]-->Run book ("plan") created and distributed

<!--[if !supportLists]--> <!--[endif]-->Inno4 cabling work started this week

<!--[if !supportLists]--> <!--[endif]-->Furniture will be installed on Feb 1

<!--[if !supportLists]--> <!--[endif]-->Systems and employee moves expected to be completed 2/15

<!--[if !supportLists]--> <!--[endif]-->Finalizing employee moves and BOM with John Primerano and Dawn Ball

<!--[if !supportLists]--> <!--[endif]-->26 New PCs are being proposed for third floor desks that will be vacated Targeting March 1 completion

<!--[if !supportLists]--> <!--[endif]-->New Ricoh color copier will be installed in space Dawn Ball working with Ricoh to procure

<!--[if !supportLists]--> <!--[endif]-->May need to use interim device if copier not delivered in time

**Watertown RMV Service Center Move**

<!--[if !supportLists]--> <!--[endif]-->No official move date Approximate April 2019

<!--[if !supportLists]--> <!--[endif]-->Risks High complexity, moderate to high exposure to risk

<!--[if !supportLists]--> <!--[endif]-->Construction work stoppage due to licensing issue with General Contractor

<!--[if !supportLists]--> <!--[endif]-->Expected to be resolved in a few days

<!--[if !supportLists]--> <!--[endif]-->Planned interior rough fiber cabling by Comcast within existing RMV was cancelled last minute as a result

<!--[if !supportLists]--> <!--[endif]-->Mall management instructed Comcast to vacate premise

<!--[if !supportLists]--> <!--[endif]-->Comcast fiber installation

<!--[if !supportLists]--> <!--[endif]-->After work resumes, a meeting is needed with Comcast, Aric Warren, Bill Norrish and mall management to discuss new plan and obtain approval

<!--[if !supportLists]--> <!--[endif]-->Work will require trenching from mall to service center to replace existing Comcast aerial connections

<!--[if !supportLists]--> <!--[endif]-->Per Comcast, about 2 days of work Dependent on weather Dig Safe process was initiated

<!--[if !supportLists]--> <!--[endif]-->Comcast believes there are no issues meeting March 15 date to complete

<!--[if !supportLists]--> <!--[endif]-->General Contractor needs monitor brackets for QFlow/MVN TVs by 2/15

<!--[if !supportLists]--> <!--[endif]-->Once PO is issued, Valley can order brackets They expect to easily meet 2/15 date

**Taunton RMV Service Center Move**

<!--[if !supportLists]--> <!--[endif]-->No official move date Approximate June/July 2019

<!--[if !supportLists]--> <!--[endif]-->Risks High complexity, moderate to high exposure to risk

<!--[if !supportLists]--> <!--[endif]-->Expected to be moved in before RMV operational freeze July 1

<!--[if !supportLists]--> <!--[endif]-->If July 1 date cannot be met, move would be delayed until January per RMV Registrar

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**From:** Bedard, David (DOT)

**Sent:** Friday, January 25, 2019 8:37 AM

**To:** Deveney, Erin (DOT)

**Cc:** Newton, Mark (DOT)

**Subject:** RE: Registrar/IT Weekly Check in

Good morning Weekly update below I asked Mark to join us this week as he did a lot of research on Leominster

**Back Office/Facial Rec Production Issues**

<!--[if !supportLists]--> <!--[endif]-->Enforcement Services, Facial Recognition team is in the process of reviewing the Idemia findings

**Workstation Issues at Leominster Service Center**

<!--[if !supportLists]--> <!--[endif]-->A review of reported Incidents at the RMV Leominster Service Center was initiated with Service Delivery (from November 1, 2018 – January 22, 2019) With particular focus on the following stations (5,6, 12, 10 and 11) – but all counters reported incidents were reviewed

<!--[if !supportLists]--> <!--[endif]-->The question was posed to the Service Delivery team regarding the integrity of the workstations in that Service Center, are they more prone to problems than usual, or more so than any other Service Center? –No-

<!--[if !supportLists]--> <!--[endif]-->Of a total reported Incidents of 56, (including "N/A") the breakdown is

<!--[if !supportLists]--> <!--[endif]-->People: 25 – Training type issues: With resolutions like: "Rebooted the PC, Signature Pad and Camera," (most frequent) or "Loose or Unplugged Power Cord"

<!--[if !supportLists]--> <!--[endif]-->Process: 5 – Password Had Expired, CIRV screen not working as expected, as there were no orphan records to process

<!--[if !supportLists]--> <!--[endif]-->Technology: 23 – Technology issues: Legitimate tech problems with resolutions like: "Software Update Applied," or "Replaced vision tester" or "Workstation reimaged (q=2)" or "Vendor Resolved"

<!--[if !supportLists]--> <!--[endif]-->In summary, the team feels that if the District Managers, Service Center Managers, Service Center Managers and staff could be reminded of, and continue to reinforce the importance of, and the need to allow ample time when logging in to allow ALL the software components to fully load (Operating System, Idemia software, Credit Card Processing Software, ATLAS software) and the peripherals (ALL the peripherals). The sentiment is, that as long as it sometimes seems to take to wait while logging in to a workstation (and logging off when done) – the time is well spent, as opposed to rushing the load process, having items not load properly, then having to go through a complete troubleshooting regime to isolate the source of a potential problem or place a call to Business Support and/or the Service Desk Also, Service Center personnel, when logging out should be leaving the machines powered "On" so patches may be installed properly and, if/as needed, the machines may be removed into by appropriate MassDOT IT personnel

**Procure Lexmark Placard Printer for Medical Affairs Bureau (MAB)**

- Lexmark CS820de color printer device (1) successfully installed for ATLAS and MAB Placard Proof of Concept (or "PoC") testing on 1/18/2019 Testing is in progress and initial sentiment appears to be good

**AAA Leominster Move**

- Move Date – As of 1/24/2019 **NEW DATE: Changed to Friday, February 15, 2018**
- Risks Low No known issues preventing move from MassDOT IT perspective
- Comcast has provided install schedule and installation completion is planned for Monday, January 28

**QHQ 1st Floor Atlas Business Testing/Training**

- Risk Moderate complexity Low/moderate exposure to risk Business drop-dead ready date mid-March provides 1 month schedule contingency
    - Significant data cabling work required by Inno4 to bring data/voice capacity to 1st floor from 3rd floor
    - Inno4 won re-post of bid IT Request submitted
    - Work is being scheduled for week of 1/28 Requires IT Network staff to volunteer for 2 nights after hours
    - Furniture will be installed on Feb 1
    - Systems and employee moves expected to be completed 2/15
    - Finalizing employee moves and BOM with John Primerano and Dawn Ball
- <!--[if !supportLists]--> <!--[endif]-->26 New PCs are being proposed for third floor desks that will be vacated Targeting March 1 completion

**Watertown RMV Service Center Move**

- <!--[if !supportLists]--> <!--[endif]-->No official move date Approximate April 2019
- <!--[if !supportLists]--> <!--[endif]-->Risks High complexity, moderate to high exposure to risk
- <!--[if !supportLists]--> <!--[endif]-->Comcast submitted plans to mall management
- It was agreed to route through the mall from existing mall telecommunication room but mall management is requiring Comcast to trench the short distance from the back of mall to utility pole on street
  - Comcast will start interior work within next 2 weeks
  - Comcast initiated Dig Safe process for trenching Weather will dictate installation schedule
- <!--[if !supportLists]--> <!--[endif]-->Comcast will need access in existing RMV to install fiber for new service center
- <!--[if !supportLists]--> <!--[endif]-->Tentatively scheduled for next Tuesday, 1/29/19 from 5 to 7:30 PM It will require RMV staff to keep service center open Waiting for confirmation from Comcast before requesting RMV support
- Comcast does not believe there will be any issue meeting March 15 deadline
- <!--[if !supportLists]--> <!--[endif]-->General Contractor needs monitor brackets for QFlow/MVN TVs by 2/15
- Valley communication provided SOW and it was submitted for PO
  - Once PO is issued, Valley can order brackets They expect to easily meet 2/15 date
    - Scoping call held with ACF They will be submitting SOW for moving QFlow equipment

**Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Risks High complexity, moderate to high exposure to risk

**Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)**

- <!--[if !supportLists]--> <!--[endif]-->Will coordinate delivery post successful completion of Placard Printers

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**From:** Bedard, David (DOT)  
**Sent:** Friday, January 18, 2019 8:59 AM  
**To:** Deveney, Erin (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good morning This week's updates below Attached is findings to date on Back Office/Facial rec << File: 01 17 19 Issuance 360 FR Priority of Fixes IDEMIA Status\_IDEMIA\_Update docx >>

**Back Office/Facial Rec Production Issues**

- <!--[if !supportLists]--> <!--[endif]-->Discussed findings to date with Idemia management 1/17/18
- <!--[if !supportLists]--> <!--[endif]-->All 7 "high" priority issues reviewed
- <!--[if !supportLists]--> <!--[endif]-->2 Idemia researching with Atlas/FAST
- <!--[if !supportLists]--> <!--[endif]-->2 Idemia continuing to research internally
- <!--[if !supportLists]--> <!--[endif]-->1 Idemia is requesting researching in conjunction with RMV team
- <!--[if !supportLists]--> <!--[endif]-->1 Idemia believes system is functioning as design (FAD) but can make configure changes to meet RMV needs
- <!--[if !supportLists]--> <!--[endif]-->Idemia sent findings 1/17 to Sara to provide clarifications and/or coordinate on-site review with team

**Workstation Issues at Leominster Service Center**

- <!--[if !supportLists]--> <!--[endif]-->Mark Newton assigned to coordinate resolution (1/17/18)

**Procure Lexmark Placard Printer for Medical Affairs Bureau (MAB)**

- Lexmark CS820de color printer device (1) is installed and the network team provided an IP address for the proper VLAN membership and retested as of 7:45 AM this morning (1/18/2019)
- DL/ID equipment had to be moved/coordinated (successfully with both ATLAS and Idemia) to open up Location for the new printer in proximity to Jen Hoban's cube (3109) next to existing floor standing form factor Dell printer
- Placard media materials are on-site and ready for the proof of concept testing as soon as IP address is implemented
- Low risk

**North Adams RMV – Additional DL/ID**

- <!--[if !supportLists]--> <!--[endif]-->Completed successfully 1/17/19

**AAA Leominster Move**

- <!--[if !supportLists]--> <!--[endif]-->Move Date – Changed to Feb 1, 2018
- <!--[if !supportLists]--> <!--[endif]-->Risks Moderate Comcast fiber may not be installed by move date and would impact availability of RMV Services

<!--[if !supportLists]--> <!--[endif]-->Awaiting installation schedule from Comcast  
<!--[if !supportLists]--> <!--[endif]-->Risk can be mitigated by using interim 4G wireless router to provide connectivity for RMV Services if fiber not ready  
<!--[if !supportLists]--> <!--[endif]-->No guarantee of performance May not be adequate for RMV Services

#### QHQ 1st Floor Atlas Business Testing/Training

<!--[if !supportLists]--> <!--[endif]-->Work underway Completion Feb 15, 2018  
<!--[if !supportLists]--> <!--[endif]-->Risk Moderate complexity Low/moderate exposure to risk Business drop-dead ready date mid-March provides 1 month schedule contingency  
<!--[if !supportLists]--> <!--[endif]-->Significant data cabling work required by Inno4 to bring data/voice capacity to 1st floor from 3rd floor  
<!--[if !supportLists]--> <!--[endif]-->Received SOW from INNO4 for additional cabling for Atlas business training Cost went from \$10, 852 to \$22,082  
<!--[if !supportLists]--> <!--[endif]-->Cost increase due to additional 30 network drops for additional furniture for Atlas business training  
<!--[if !supportLists]--> <!--[endif]-->Due to increase in value, work was re-posted for bid in Commbuys Bids due to 1/18  
<!--[if !supportLists]--> <!--[endif]-->Even with reposting, it is expected that timeline can be met  
<!--[if !supportLists]--> <!--[endif]-->Furniture will be installed on Feb 1  
<!--[if !supportLists]--> <!--[endif]-->Systems and employee moves expected to be completed 2/15

#### Watertown RMV Service Center Move

<!--[if !supportLists]--> <!--[endif]-->No official move date Approximate /April 2019  
<!--[if !supportLists]--> <!--[endif]-->Risks High complexity, moderate to high exposure to risk  
<!--[if !supportLists]--> <!--[endif]-->Comcast fiber will require routing from mall electrical room to new service center via plastic inter duct in non-RMV tenant ceilings  
<!--[if !supportLists]--> <!--[endif]-->Comcast will require approval by Mall management and landlord  
<!--[if !supportLists]--> <!--[endif]-->Alternative would require trenching from utility line on street behind new Service Center location This would inquire significant expense and may be difficult to perform during winter season  
<!--[if !supportLists]--> <!--[endif]-->Received sketch of proposed work but waiting for Comcast to answer technical questions before submitting to mall management  
<!--[if !supportLists]--> <!--[endif]-->Onsite meeting held on 1/16 to review server room and data/telecom requirements  
<!--[if !supportLists]--> <!--[endif]-->Server room will be completed within 2 weeks  
<!--[if !supportLists]--> <!--[endif]-->General Contractor needs monitor brackets for QFlow/MVN TVs by 2/15  
<!--[if !supportLists]--> <!--[endif]-->Valley communication to submit quote for PO 1/18 to supply equipment and installation services

#### Taunton RMV Service Center Move

<!--[if !supportLists]--> <!--[endif]-->No official move date Approximate June/July 2019  
<!--[if !supportLists]--> <!--[endif]-->Risks High complexity, moderate to high exposure to risk

#### Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHO)

- Will coordinate delivery post successful completion of Placard Printers

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**From:** Bedard, David (DOT)  
**Sent:** Friday, January 11, 2019 8 56 AM  
**To:** Deveney, Erin (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Happy Friday Updates for this week below The one thing we need to decide on is if the scanners for suspension are warranted Thanks

#### North Adams RMV – Additional DL/ID

<!--[if !supportLists]--> <!--[endif]-->Install Date – Jan 16, 2018  
<!--[if !supportLists]--> <!--[endif]-->Risks No known Low complexity, low exposure to risk

#### AAA Leominster Move

<!--[if !supportLists]--> <!--[endif]-->Move Date – Changed to Feb 1, 2018  
<!--[if !supportLists]--> <!--[endif]-->Risks Moderate Comcast fiber may not be installed by move date and would impact availability of RMV Services  
<!--[if !supportLists]--> <!--[endif]-->With move delayed 2 weeks, Comcast is more likely to meet move date  
<!--[if !supportLists]--> <!--[endif]-->Signed Right of Entry from landlord received Awaiting installation schedule from Comcast  
<!--[if !supportLists]--> <!--[endif]-->Risk can be mitigated by using interim 4G wireless router to provide connectivity for RMV Services if fiber not ready  
<!--[if !supportLists]--> <!--[endif]-->No guarantee of performance May not be adequate for RMV Services

#### QHQ 1st Floor Atlas Business Testing/Training

<!--[if !supportLists]--> <!--[endif]-->Work underway Completion Feb 15, 2018  
<!--[if !supportLists]--> <!--[endif]-->Risk Moderate complexity Low/moderate exposure to risk Business drop-dead ready date mid-March provides 1 month schedule contingency  
<!--[if !supportLists]--> <!--[endif]-->Significant data cabling work required by Inno4 to bring data/voice capacity to 1st floor from 3rd floor  
<!--[if !supportLists]--> <!--[endif]-->Waiting for update SOW from INNO4 for additional cabling for Atlas business training  
<!--[if !supportLists]--> <!--[endif]-->Furniture and data installation to be completed Feb 5  
<!--[if !supportLists]--> <!--[endif]-->Systems and employee moves expected to be completed 2/15

#### Watertown RMV Service Center Move

<!--[if !supportLists]--> <!--[endif]-->No official move date Approximate March/April 2019  
<!--[if !supportLists]--> <!--[endif]-->Risks High complexity, moderate to high exposure to risk  
<!--[if !supportLists]--> <!--[endif]-->Comcast fiber will require routing from mall electrical room to new service center via plastic inter duct in non-RMV tenant ceilings  
<!--[if !supportLists]--> <!--[endif]-->Comcast will require approval by Mall management and landlord  
<!--[if !supportLists]--> <!--[endif]-->Alternative would require trenching from utility line on street behind new Service Center location This would inquire significant expense and may be difficult to perform during winter season  
<!--[if !supportLists]--> <!--[endif]-->Onsite meeting planned for 1/15 to review server room requirements with Contractor



<!--[if !supportLists]--> <!--[endif]-->Idemia SOW received 1/9

**Taunton RMV Service Center Move**

<!--[if !supportLists]--> <!--[endif]-->No official move date Approximate June/July 2019 Lease is being negotiated

<!--[if !supportLists]--> <!--[endif]-->Risks High complexity, moderate to high exposure to risk

**Procure Lexmark Placard Printer for Medical Affairs Bureau (MAB)**

<!--[if !supportLists]--> <!--[endif]-->Lexmark CS820de color printer device (1) was received on 1/4/19 (on schedule) and is on site in QHQ awaiting a rapid feasibility study by MassDOT IT, Service Delivery to confirm or configure for data drop, confirm power, assign IP (MassDOT IT, Network), etc

<!--[if !supportLists]--> <!--[endif]-->Location is determined and confirmed in proximity to Jen Hoban s cube (3109) next to existing floor standing form factor Dell printer

<!--[if !supportLists]--> <!--[endif]-->Install date will be fast tracked but actual install date is pending the completion of the feasibility study

<!--[if !supportLists]--> <!--[endif]-->Placard media materials are being moved to QHQ for the proof of concept testing

<!--[if !supportLists]--> <!--[endif]-->Low risk

**Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)**

<!--[if !supportLists]--> <!--[endif]-->Tech is awaiting disposition by the business regarding next steps

<!--[if !supportLists]--> <!--[endif]-->Estimate is three (3) to four (4) weeks for delivery of the devices from receipt of PO by Idemia

<!--[if !supportLists]--> <!--[endif]-->Low risk

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**From:** Bedard, David (DOT)

**Sent:** Monday, January 07, 2019 9:25 AM

**To:** Deveney, Erin (DOT)

**Subject:** RE: Registrar/IT Weekly Check in

Here s the latest, we can discuss on Friday but please let me know if you have any immediate questions or concerns Thanks!

**North Adams RMV – Additional DL/ID**

<!--[if !supportLists]--> <!--[endif]-->Install Date – Jan 16, 2018 (moved due to General Services work schedule)

<!--[if !supportLists]--> <!--[endif]-->Risks No known Low complexity, low exposure to risk

**AAA Leominster Move**

<!--[if !supportLists]--> <!--[endif]-->Move Date – Jan 18, 2018

<!--[if !supportLists]--> <!--[endif]-->Risks Comcast fiber may not be installed by move date and would impact availability of RMV Services

<!--[if !supportLists]--> <!--[endif]-->Signed Right of Entry from landlord to allow Comcast to perform work is still outstanding

<!--[if !supportLists]--> <!--[endif]-->Risk can be mitigated by using interim 4G wireless router to provide connectivity for RMV Services

<!--[if !supportLists]--> <!--[endif]-->No guarantee of performance May not be adequate for RMV Services

**QHQ 1st Floor Atlas Business Testing/Training**

<!--[if !supportLists]--> <!--[endif]-->Work underway Completion expected mid-February

<!--[if !supportLists]--> <!--[endif]-->Risk Moderate complexity Low/moderate exposure to risk Business drop-dead ready date mid-March provides 1 month schedule contingency

<!--[if !supportLists]--> <!--[endif]-->Significant data cabling work required by Inno4 to bring data/voice capacity to 1st floor from 3rd floor

**Watertown RMV Service Center Move**

<!--[if !supportLists]--> <!--[endif]-->No official move date Approximate March/April 2019

<!--[if !supportLists]--> <!--[endif]-->Risks High complexity, moderate to high exposure to risk

<!--[if !supportLists]--> <!--[endif]-->Comcast fiber will require routing from mall electrical room to new service center via plastic inter duct in non-RMV tenant ceilings

<!--[if !supportLists]--> <!--[endif]-->Comcast will require approval by Mall management and landlord

<!--[if !supportLists]--> <!--[endif]-->Alternative would require trenching from utility line on street behind new Service Center location This would inquire significant expense and may be difficult to perform during winter season

**Taunton RMV Service Center Move**

<!--[if !supportLists]--> <!--[endif]-->No official move date Approximate June/July 2019 Lease is being negotiated

<!--[if !supportLists]--> <!--[endif]-->Risks High complexity, moderate to high exposure to risk

**\*\*Mark Newton is leading point on the Printer and Scanner front, below is what he sent me but I need to follow up with him in greater detail Thought I d pass it along and we can discuss at our meeting this week \*\***

**Procure Lexmark Placard Printer for Medical Affairs Bureau (MAB)**

<!--[if !supportLists]--> <!--[endif]-->Device (1) was scheduled to ship this week (confirming shipment with vendor/awaiting return communication)

<!--[if !supportLists]--> <!--[endif]-->Install date may be scheduled as soon as possible after receipt

<!--[if !supportLists]--> <!--[endif]-->Install the device, begin the proof of concept printing at the (MAB) business level

<!--[if !supportLists]--> <!--[endif]-->Additional printers are readily available (30+ available in the channel) Lexmark indicates these models will be available for the next 3-6 months (or longer)

<!--[if !supportLists]--> <!--[endif]-->Low risk profile

**Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)**

<!--[if !supportLists]--> <!--[endif]-->In possession of quote from Idemia

<!--[if !supportLists]--> <!--[endif]-->In shortest possible detail, the scanners are requested to address, modernize and secure the Bureau of Probation (or "BOP") list process and address the backlog Can also be easily used to address the Not the Same Person process, which currently suffers the same peril as the BOP list This may take some behind the scenes involvement on the IT side, as well as some cooperation with DCU



<!--[if !supportLists]--> <!--[endif]-->Increase customer satisfaction, provide improved access to sensitive and timely documentation and increase the security of sensitive documents  
<!--[if !supportLists]--> <!--[endif]-->Reduce paper storage, reduce the need for the manual retrieval of documentation, reduce customer wait time and reduce customer return visits

**What follows, in significantly greater detail, is presented from Sherri L. Hannan, Program Coordinator III / Supervisor, CAB / Suspensions Contact Center, MassDOT/RMV**  
**Ideally, each hearings officer and suspension clerk will have a scanner hardware, the DCU Datacap Navigator software, and the DCU Content Navigator software on his or her workstation. Each piece is required for the cycle to be successful.**

Current Process:

Currently, suspension clerks review a record as a driver calls in, and make the determination whether a driver needs to be added to the BOP list. The clerk will inform the driver what documents are needed from the driver, and provide a fax number or address for receipt of the needed documents. Once all documents are received, the typical waiting period is (14) business days for hearings officer review (though the backlog is currently several months). The clerk then collects all docs related to that particular driver, and adds the driver to the BOP list, which is currently a handwritten document in a series three-ring binder, containing personal information, a series of record checks, and all the documents supplied by the driver. These include court records, driving records, photo id's and other sensitive information. These binders are difficult to secure, through it is procedural to keep them locked up outside of typical business hours.

A hearings officer will work the BOP list from the earliest date, pull the documents from the driver on the list, work the record, perform the record checks, hold the hearing, and file her batch work. Though hearings officers in the branch are required to scan their batch work into Datacap Navigator, and file a physical copy, making available instantly to all of DCU, contact center hearings officers merely file their paper batch work to the DCU library, and have no further access to it. This is an impediment to senior hearings officers for auditing purposes, continuing hearings on the same accounts, and general quality control and customer service matters.

It should be noted that due to the current backlog, when a driver is calling after the (14) business days, the record has rarely been worked. What happens is the suspension clerk puts the driver on hold, pulls the papers out of the BOP list binder, walks over to a hearings officer, hands the documents to the hearings officer, and waits next to the hearings officer while the hearings officer works the record, per the above. This can take five minutes, or (25) minutes. Sometimes longer.

It's a process that snowballs the current backlog issue, puts us at risk of having personal information out and unsecured, keeps drivers on hold for exceptional periods of time, causes tension between hearings officers and suspension clerks, and keeps us all from performing our duties in real time.

Future State:

My vision: Suspension clerk takes in a call from a driver. The clerk sees that the driver needs to be placed on the BOP list. The clerk advises the driver on what documents are needed in order to be placed on the list. The driver sends in the docs via fax, etc. The clerk takes in the docs, opens Datacap Navigator, selects the desired scan type (Suspension BOP Scan), accurately enters all information, and advises the driver of the (14) business day wait period.

A hearings officer actively works the BOP list by date, and searches Content Navigator by date. She will pull and print the relevant documents, work the record, hold the hearing, contact the driver with the decision, note the file appropriately, scan her batch work into Content Navigator, and send her physical batch work to the DCU library.

Regarding the backlog:

A temp would be extremely helpful in scanning in the current BOP list into Datacap Navigator. There is no CORI material in the BOP list, so it is acceptable for a temp to assist. This would enable a hearings officer to access the BOP list from any workstation at any time. But we need the physical scanner, and the two software programs and logins to make this work first.

---

**From:** Deveney, Erin (DOT)  
**Sent:** Thursday, January 03, 2019 1:01 PM  
**To:** Bedard, David (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Written is fine-feel free to use that time for something more productive. Thanks

---

**From:** Bedard, David (DOT)  
**Sent:** Thursday, January 3, 2019 12:59 PM  
**To:** Deveney, Erin (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Hello – I don't have any material updates for this week. Please let me know if you still want to talk or I can send out a written update. Thank you,  
Dave

-----Original Appointment-----  
**From:** Deveney, Erin (DOT)  
**Sent:** Wednesday, December 12, 2018 4:38 PM  
**To:** Deveney, Erin (DOT); Bedard, David (DOT)  
**Subject:** Registrar/IT Weekly Check in  
**When:** Friday, January 04, 2019 10:00 AM-10:30 AM (UTC-05:00) Eastern Time (US & Canada).  
**Where:** 10PP Suite 6620 or 888-390-2590 Code 5160085

From: [Newton, Mark \(DOT\)](#)  
 To: [Deveney, Erin \(DOT\)](#); [Bedard, David \(DOT\)](#)  
 Cc: [Newton, Mark \(DOT\)](#)  
 Subject: Registrar/IT Weekly Check in  
 Date: Friday, May 24, 2019 9:40:22 AM

Good Morning Registrar, Dave,

This week's updates for consideration during our scheduled 10 AM call today - Thank you

Best,  
 Mark

**Watertown RMV Service Center Move**

- Official opening date: Monday, June 10, 2019 - moving will commence after COB Friday, June 7
- MassDOT IT, walkthrough with RMV Business to confirm IT requirements was conducted Thursday, May 23, 1:00 PM

**Taunton RMV Service Center Move**

- Still no official move date - targeting July 1 opening
- If July 1 date cannot be met, the move would be delayed until January per RMV
- Comcast data/phone agreements signed

**10 Park Plaza Electrical Maintenance**

- Electrical maintenance will be performed Saturday, June 15, 6 AM – 4 PM and Sunday, June 16, 6 AM – 4 PM
- No impact expected
- Contingency responses are being planned in case of unexpected incident

Miscellaneous

- ATLAS Sync Pack, live on Saturday, May 18, 2019 -/Successfully Completed/-
- **ALARS Freeze Board (AFB)** (no calls to action)
  - Candidate: 2021: Search NOUN by Surrogate –approved-
  - Candidate: 2023 : USPS Tracking Information For Registration Revocation Letters Are Missing –approved-
- Maintenance –Generally-

Item	Description	Date/Timeframe	Service Impacting	Comments
1	EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support Atlas R2	1. Add new SSD storage capacity o May 3rd 6pm – 10pm <b>COMPLETE</b> 2. Merge SSD storage to create optimized aggregates o May 9th 6pm – 10pm <b>COMPLETE</b> 3. Configure 8200 SAS controllers o May 16th 6pm – 10pm <b>COMPLETE</b> 4. Upgrade the Netapp Ontap operating system Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule o <del>May 23rd 6pm – 10pm</del> o <b>Postponed TBD</b>	No downtime is expected	There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2 To complete these activities, EOTSS is proposing weekly storage maintenance windows <b>which started on April 25<sup>th</sup></b> The maintenance has been scheduled over multiple weeks to minimize risks to the ATLAS environment All maintenance will be done "live" and will not require any downtime of the ATLAS environment
2	MassDOT IT, Operations/Server Team, RMV (ATLAS) Ongoing Windows Patching (CHG0037771/CHG0037772)	Sunday, May 26, 2019 at 02:00 AM until 08:00 AM	NO prolonged interruption of service; however, brief disruptions may occur	Standard monthly patching cycle from 2 AM to 8 AM on the 2nd Sunday after Microsoft Patch Tuesday (2nd Tuesday of the month)
3	Ongoing MassDOT IT, Network team moving PCI devices from the old switch stacks to the new PCI switch stacks on the 2 <sup>nd</sup> & 3 <sup>rd</sup> floor data closet and MDF room at Quincy Headquarters (CHG0037595)	<b>THIS Weekend</b> Nothing scheduled	No citizen downtime is expected – However: For anyone working on Saturday, during these hours, there will be minor interruptions to their PC as the Network team migrates them to the new PCI switch stack	Update: 5/19/2019: ...Completed additional 28 PC moves on the 2 <sup>nd</sup> floor 5/2/2019: Completed 38 PC and 38 pin pad moves on 4/27 for the 3rd Floor Still have more on the 3 <sup>rd</sup> floor and many more on the 2 <sup>nd</sup> floor
4	Idemia Maintenance Window for Operating System Patching	Proposed 1 UAT Patching, Friday, June 14 from 8 AM – 12 noon (or until finished) 2 Production Patching, Sunday, June 23 from 7 AM – until complete	NO prolonged interruption of service; however, brief disruptions may occur	Proposed UAT patching date has been reviewed by ATLAS and RMV Training and conditionally approved; Proposed Production date has been reviewed by ATLAS and is being vetted (Meeting later today)

5/24/2019 9:35 AM

From: Newton, Mark (DOT)  
 Sent: Friday, May 17, 2019 9:53 AM  
 To: Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Bedard, David (DOT <david.bedard@state.ma.us>  
 Cc: Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>

**Subject:** \*E-Mail Only Today:\* Registrar/IT Weekly Check in

Good Morning Registrar, Dave,

Hope your trip was great Registrar - ...this week's updates via E-Mail today, in lieu of our usual 10 AM call - Thank you

**NOTE:** There was a brief complication last evening to the ongoing **Netapp** work, impacting MyRMV License transactions -only- (Registrations / OK) Thursday 5/16/19 from 6:53 PM to 7:22 PM. The appropriate protocols were followed, a maintenance page went up, and was promptly removed when all transactions were returned to normal status

Please let me know if you have any questions. Thank you again

Regards,  
Mark

**Watertown RMV Service Center Move**

- Official opening date: Monday, June 10, 2019 - moving will commence after COB Friday, June 7
- MassDOT IT, walkthrough with RMV Business to confirm IT requirements is tentatively scheduled for Thursday, May 23, 1:00 PM

**Taunton RMV Service Center Move**

- Still no official move date - targeting July 1 opening
- If July 1 date cannot be met, the move would be delayed until January per RMV

**10 Park Plaza Electrical Maintenance**

- Electrical maintenance will be performed Saturday, June 1, 6 AM – 4 PM and Sunday, June 2, 6 AM – 4 PM
- No impact expected
- Contingency responses are being planned in case of unexpected incident

###

Miscellaneous

- AAA/RMV System Wide, Firewall Patching/Upgrade
  - AAA Date: Wednesday, May 8, 2019 at close -/ Successfully Completed -/
  - RMV Date: Tuesday and Wednesday, May 14 & 15, 2019 at service center close -/ Successfully Completed -/
- ATLAS Sync Pack, live on Saturday, May 18, 2019
- Maintenance –Generally-

Item	Description	Date/Timeframe	Service Impacting	Comments
1	EOTSS to perform non-disruptive maintenance on the Netapp storage environment. The maintenance is required to update the environment to support Atlas R2	3. Add new SSD storage capacity o May 3 <sup>rd</sup> 6pm – 10pm <b>COMPLETE</b> 4. Merge SSD storage to create optimized aggregates o May 9 <sup>th</sup> 6pm – 10pm <b>COMPLETE</b> 5. Configure 8200 SAS controllers o May 16 <sup>th</sup> 6pm – 10pm <b>COMPLETE</b> 6. Upgrade the Netapp Ontap operating system Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule o May 23 <sup>rd</sup> 6pm – 10pm	No downtime is expected	There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2. To complete these activities, EOTSS is proposing weekly storage maintenance windows <b>which started on April 25<sup>th</sup></b> . The maintenance has been scheduled over multiple weeks to minimize risks to the ATLAS environment. All maintenance will be done “live” and will not require any downtime of the ATLAS environment.
2	Scheduled ATLAS code update to production a/k/a Sync Pack - May	Saturday, May 18, 2019 from 5:00 AM to 7:00 AM	Partner and Portal Impact: May be some delays or occasional errors during communications	During this time, you may experience some delays in responsiveness, or receive occasional errors during communications. In these instances, please reprocess requests after 7:00 a.m. and they should process successfully. Comms disseminated by RMV Marketing and Communications 5/16/2019 2:29 PM
3	AAMVA, PDPS Scheduled Maintenance	Sunday, May 19, 2019 from 8:00 AM to 3:00 PM	ID transactions will NOT be available during this period	Mark has sent notification 5/15/2019 11:55 AM
4	MassDOT IT, Network team to move PCI devices from the old switch stacks to the new PCI switch stacks on the 2 <sup>nd</sup> & 3 <sup>rd</sup> floor data closet and MDF room at Quincy Headquarters (CHG0037595)	<b>THIS WEEKEND</b> <b>SUNDAY Saturday, May 19, 2019</b> <b>from 09:00 AM to 04:00 PM</b>	No citizen downtime is expected – However: For anyone working on Saturday, during these hours, there will be minor interruptions to their PC as the Network team migrates them to the new PCI switch stack	Update: 5/17/2019: Estimated to be 30% complete. 5/2/2019: ... Completed 38 PC and 38 pin pad moves on 4/27 for the 3 <sup>rd</sup> Floor. Still have more on the 3 <sup>rd</sup> floor and many more on the 2 <sup>nd</sup> floor.

5/17/2019 9:39 AM

**From:** Newton, Mark (DOT)  
**Sent:** Friday, May 10, 2019 9:51 AM

**To:** Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Bedard, David (DOT <david.bedard@state.ma.us>  
**Cc:** Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>  
**Subject:** Registrar/IT Weekly Check in

Good Friday Morning Registrar, Dave,

This week's updates for consideration during our scheduled 10 AM call today - Thank you

Best,  
 Mark

**Watertown RMV Service Center Move**

- Official opening date: Monday, June 10, 2019 - moving will commence after COB Friday, June 7
- MassDOT IT, walkthrough with RMV Business to confirm IT requirements is tentatively scheduled for Thursday, May 23, 1:00 PM

**Taunton RMV Service Center Move**

- Still no official move date Targeting July 1 opening
- If July 1 date cannot be met, the move would be delayed until January per RMV Registrar

###

Miscellaneous

- AAA/RMV System Wide, Firewall Patching/Upgrade
  - AAA Date: Wednesday, May 8, 2019 at close -/ Successfully Completed -/
  - **Next Week** RMV Date: Tuesday and Wednesday, May 14 & 15, 2019 at service center close (more dates MAY be needed)
- ATLAS Sync Pack, Friday, May 17, live on Saturday, May 18, 2019
- Maintenance –Generally-

Item	Description	Date/Timeframe	Service Impacting	Comments
1	EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support Atlas R2	1. <b>Add new SSD storage capacity</b> Description Add 2 additional SSD shelves to the Netapp 8080 array and create two new aggregates (3 & 4) new capacity will be approximately 130TB Proposed schedule o <b>May 3rd 6pm – 10pm</b> <b>COMPLETE</b> 2. <b>Merge SSD storage to create optimized aggregates</b> Description Merge original SSD aggregates with new aggregates 3 & 4 to optimize performance Proposed schedule. o <b>May 9th 6pm – 10pm</b> <b>COMPLETE</b> 3. <b>Configure 8200 SAS controllers</b> Description Remove the existing SAS controllers and replace them new 8200 controllers Proposed schedule o <b>May 16th 6pm – 10pm</b> 4. <b>Upgrade the Netapp Ontap operating system</b> Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule o <b>May 23rd 6pm – 10pm</b>	No downtime is expected	There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2 To complete these activities, EOTSS is proposing weekly storage maintenance windows <b>which started on April 25th</b> The maintenance has been scheduled over multiple weeks to minimize risks to the ATLAS environment All maintenance will be done "live" and will not require any downtime of the ATLAS environment
2	MassDOT IT, Network team to move PCI devices from the old switch stacks to the new PCI switch stacks on the 2nd & 3rd floor data closet and MDF room at Quincy Headquarters (CHG0037595)	<b>THIS Weekend</b> Saturday, May 11, 2019 from 09 00 AM to 04:00 PM	No citizen downtime is expected – However: For anyone working on Saturday, during these hours, there will be minor interruptions to their PC as we migrate them to the new PCI switch stack	Update: 5/2/2019: ...Completed 38 PC and 38 pin pad moves on 4/27 for the 3rd Floor Still have more on the 3rd floor and many more on the 2nd floor

5/10/2019 9:17 AM

**From:** Newton, Mark (DOT)  
**Sent:** Friday, May 03, 2019 9:35 AM  
**To:** Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Bedard, David (DOT <david.bedard@state.ma.us>  
**Cc:** Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>  
**Subject:** Registrar/IT Weekly Check in

Good Morning Registrar, Dave... Happy Friday!

Please find this week's updates for consideration during our scheduled 10 AM call today Thank you

Best,  
 Mark

**Watertown RMV Service Center Move**

- No official move date Mid-June per General Services
- No known risk or impediments with IT

- Comcast fiber installation
  - Installation completed
  - Circuit activation is required and will be scheduled 2 weeks before planned opening

**Taunton RMV Service Center Move**

- No official move date Targeting July 1 opening
- If July 1 date cannot be met, the move would be delayed until January per RMV Registrar
- Comcast order process started
  - Site survey scheduled for 5/3/19
- IP Worksheet to be created by 5/10 to start configuration process for new DL/ID stations
- Requests for quotes submitted to vendors:
  - Idemia
    - Submitted for approval
  - ACF
    - Waiting for RFQ
  - Valley Communications
    - Waiting for RFQ
- MVN informed of move

###

Miscellaneous

- Public Facing PCs at Haymarket Service Center – Two -2- have been added (on 4/30/2019) to make a total of three -3-
- AAA/RMV System Wide, Firewall Patching/Upgrade
  - Confirmed** AAA Date: Wednesday, May 8, 2019 at close -/ Notification made to AAA Northeast/AAA Pioneer Valley -/
  - Confirmed** RMV Date: Tuesday and Wednesday, May 14 & 15, 2019 at service center close (more dates MAY be needed) -/Communication is being drafted and will be sent today 5/3/2019 -/
- Maintenance –Generally-

Item	Description	Date/Timeframe	Service Impacting	Comments
1	EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support Atlas R2	1. <b>Add new SSD storage capacity</b> Description Add 2 additional SSD shelves to the Netapp 8080 array and create two new aggregates (3 & 4) new capacity will be approximately 130TB Proposed schedule o <b>May 3rd 6pm – 10pm</b> 2. <b>Merge SSD storage to create optimized aggregates</b> Description Merge original SSD aggregates with new aggregates 3 & 4 to optimize performance Proposed schedule o <b>May 9th 6pm – 10pm</b> 3. <b>Configure 8200 SAS controllers</b> Description Remove the existing SAS controllers and replace them new 8200 controllers Proposed schedule o <b>May 16th 6pm – 10pm</b> 4. <b>Upgrade the Netapp Ontap operating system</b> Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule o <b>May 23rd 6pm – 10pm</b>	No downtime is expected	There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2 To complete these activities, EOTSS is proposing weekly storage maintenance windows <b>which started on April 25th</b> The maintenance has been scheduled over multiple weeks to minimize risks to the ATLAS environment All maintenance will be done "live" and will not require any downtime of the ATLAS environment
2	MassDOT IT, Operations/Server team, Data Center Relocation, In continuing support of the ongoing Core Switch Upgrade and the Data Center Relocation efforts in 10 PP (move from 8110 to 8150), the MassDOT IT, Server team will be migrating many virtual servers (or "VMs") to new equipment in the new location (CHG0037552)	Saturday, May 4, 2019 from 08:00 PM – 08:30 PM	RMV Customer Impact: No RMV internet transactions, no IVR transactions during this time window	Mark has sent notification 5/2/19, 3:45 PM
3	EOTSS performing monthly Mainframe LPAR Maintenance on Sunday, May 5th, 2019 (EOTSS ServiceNow Change CHG0007527)	Sunday, May 5, 2019 from 3:30 AM - 5:15 AM	RMV Customer Impact: No RMV internet (Registration & Title) transactions, no IVR transactions and no mainframe access during this time window	Occurs during the beginning of every month RMV Applications, Production Support to monitor and confirm, connectivity and transactions as is standard practice
4	MassDOT IT, Network team to move PCI devices from the old switch stacks to the new PCI switch stacks on the 2nd & 3rd floor data closet and MDF room at Quincy Headquarters (CHG0037595)	<b>NEXT</b> weekend..... Saturday, May 11, 2019 from 09:00 AM to 04 00 PM	No citizen downtime is expected – However: For anyone working on Saturday, during these hours, there will be minor interruptions to their PC as we migrate them to the new PCI switch stack	Update: 5/2/2019: ... Completed 38 PC and 38 pin pad moves on 4/27 for the 3rd Floor Still have more on the 3rd floor and many more on the 2nd floor

**From:** Newton, Mark (DOT)  
**Sent:** Friday, April 26, 2019 9:49 AM  
**To:** Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Bedard, David (DOT) <david.bedard@state.ma.us>  
**Cc:** Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>  
**Subject:** Registrar/IT Weekly Check in

Good Morning!

Below please find this week's updates for consideration during our scheduled 10 AM call today

Regards,  
Mark

**Watertown RMV Service Center Move**

- No official move date Mid-June per General Services
- No known risk or impediments with IT
- Comcast fiber installation
  - Waiting for final configuration including Internet to be scheduled - Targeting 5/3

**Taunton RMV Service Center Move**

- No official move date Targeting July 1 opening
- If July 1 date cannot be met, the move would be delayed until January per RMV Registrar
- Site visit completed 4/22
- Comcast order process started
  - Waiting for site survey to be scheduled
  - Fiber will need to be installed about 300 ft from building Telco room to new MDF room
  - Will require coordination with landlord but no unusual installation issues expected
- Requests for quotes submitted to vendors:
  - Idemia
    - Preliminary system counts for adds/moves to new service center
  - ACF
  - Valley Communications
- MVN informed of move

###

Miscellaneous

- USBs in Public Facing PCs – Discovery completed only one -I- known occurrence This machine is being analyzed and is being replaced, Monday, April 29 Another added Public Facing PC is in process of being imaged and will be scheduled to be delivered as soon as possible
- AAA/RMV System Wide, Firewall Patching/Upgrade
  - **Proposed** AAA Date: Wednesday, May 8, 2019 at close
  - **Proposed** RMV Date: Tuesday and Wednesday, May 14 & 15, 2019 at service center close (more dates MAY be needed)
- Maintenance –Generally-

Item	Description	Date/Timeframe	Service Impacting	Comments
1	EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support Atlas R2	TBD	No downtime is expected	There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2 To complete these activities, EOTSS is proposing weekly storage maintenance windows <b>starting on April 25<sup>th</sup></b> The maintenance has been tentatively scheduled over multiple weeks to minimize risks to the ATLAS environment All maintenance will be done "live" and will not require any downtime of the ATLAS environment
2	MassDOT IT, Network team to move PCI devices from the old switch stacks to the new PCI switch stacks on the 2 <sup>nd</sup> & 3 <sup>rd</sup> floor data closet and MDF room at Quincy Headquarters (CHG0037334)	Saturday, April 27, 2019 from 09 00 AM to 04 00 PM	No citizen downtime is expected – However: For anyone working on Saturday, during these hours, there will be minor interruptions to their PC as we migrate them to the new PCI switch stack	

4/26/2019 9:39 AM

**From:** Newton, Mark (DOT)  
**Sent:** Friday, April 19, 2019 9:25 AM  
**To:** Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Bedard, David (DOT) <david.bedard@state.ma.us>  
**Cc:** Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>  
**Subject:** Registrar/IT Weekly Check in

Good Friday morning Registrar and Dave,

Below please find this week's updates for consideration during our scheduled 10 AM call today

Have a very happy Passover, Easter Sunday – Resurrection Day,  
Mark

**RMV Citrix Server Maintenance**

- Completed 4/13 with no issues

**Watertown RMV Service Center Move**

- No official move date Per Aric Warren, move will likely be the weekend of June 1 or 8
- Park Plaza data center electrical work planned for June 1
- IT cannot support RMV move and electrical work same weekend
- No other known risks or impediments with Tech
- Comcast fiber installation
- Waiting for final configuration including Internet to be scheduled - current target Friday 5/3

**Taunton RMV Service Center Move**

- No official move date - targeting July 1 opening
- If July 1 date cannot be met, the move would be delayed until January per Registrar
- Idemia submitted SOW for DL/ID hardware 4/17
- Site visit planned for 4/22
- Review Comcast configuration - It is expected that Comcast work will be minimal and will only require extending circuits from current building electrical room to new space
- Get system counts for adds/moves to new service center
  - Provide to Idemia to create Professional Services SOW for move

###

Miscellaneous

- USBs in Public Facing PCs
- RMV/AAA PCI QSAs Audit In-Flight
- Maintenance –Generally-

Item	Description	Date/Timeframe	Service Impacting	Comments
1	MassDOT IT, Operations/Server Team, RMV (ATLAS) Ongoing Windows Patching (CHG0037426/CHG0037427)	Sunday, April 21, 2019 at 02:00 AM until 08 00 AM	NO prolonged interruption of service; however, brief disruptions may occur	Standard monthly patching cycle from 2 AM to 8 AM on the 2nd Sunday after Microsoft Patch Tuesday (2nd Tuesday of the month)
2	EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support Atlas R2	TBD	No downtime is expected	There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2 To complete these activities, EOTSS is proposing weekly storage maintenance windows <b>starting on April 25<sup>th</sup></b> The maintenance has been tentatively scheduled over multiple weeks to minimize risks to the ATLAS environment All maintenance will be done "live" and will not require any downtime of the ATLAS environment
3	Digital Safety Training Program	Ongoing; no later than April 30		

4/19/2019 9:22 AM

**From:** Newton, Mark (DOT)  
**Sent:** Wednesday, April 17, 2019 10:44 AM  
**To:** Deveney, Erin (DOT) <[Erin\\_Deveney@dot.state.ma.us](mailto:Erin_Deveney@dot.state.ma.us)>  
**Cc:** Bedard, David (DOT) <[david.bedard@state.ma.us](mailto:david.bedard@state.ma.us)>; Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)>  
**Subject:** REMINDER: Registrar/IT Weekly Check in

Good Morning Registrar,

Just a quick reminder from our last Friday morning discussion of this evening s EOTSS "non-disruptive maintenance" – except for 2 to 30 minutes when VPN connections may experience a short disruption in service Impact should be minimal except those who VPN in at night to check their email

EOTSS performing non-disruptive maintenance to internet 04-17-2019 No downtime is expected EOTSS managed site-to-site VPN connections WILL experience a short disruption from as little as 2 minutes and possibly up to 30 minutes in duration during the change window  
 2 circuits at MITC and SDC Wednesday April 17th at 7:00 PM 07:00 PM –  
 (EOTSS: ServiceNow CHG0008600) 11:59 PM

Regards,  
-Mark

**From:** Deveney, Erin (DOT)  
**Sent:** Saturday, April 13, 2019 7:37 PM  
**To:** Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)>  
**Cc:** Bedard, David (DOT) <[david.bedard@state.ma.us](mailto:david.bedard@state.ma.us)>  
**Subject:** Re: Registrar/IT Weekly Check in

Great update

Let 's hope everything stays this smooth all week

Thanks so much!

Sent from my iPhone

On Apr 13, 2019, at 5:51 PM, Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)> wrote:

Quick Update:

RMV Citrix Server Work - "We just finished both migration and testing, everything went pretty smooth, no issues to report "

The team will be checking everything out again, just as an extra precaution Monday  
 Thank you Registrar Have a fantastic weekend, both of you  
 -Mark

Sent from my iPhone

On Apr 12, 2019, at 9:38 AM, Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)> wrote:

Hello Registrar, Dave,

Here are this week's discussion items for our 10 AM call.

Best,  
 Mark

**RMV Citrix Server Maintenance**

- Migrating RMV Citrix server to new hardware and storage Saturday, 4/13/2019, 2 - 8 PM
- Eliminates problematic Extreme IO storage that was root cause of recent major RMV incident (INC0204442 - Urgent Citrix Unavailable - (3/6/2019)
- ALARS and Microsoft Office applications impacted
- Required to vacate 10 PP 8110 data center by June 1 ahead of major electrical maintenance
- Very low technical risk to complete
- Harri Rosenberg and Matt Wood have approved
- Extra day to address any issues with 3-day weekend
- Delaying work would introduce further risk – timeline/dependent work is tight to meet June 1 deadline to vacate Suite 8110

**Watertown RMV Service Center Move**

- No official move date. Opening date no sooner than May 17, 2019
- No known risk or impediments with IT.
- Comcast fiber installation
  - Installation completion scheduled for 4/12/19
- Internet configuration may not get completed until another 2 weeks. 4/10 site survey found minor issue with design

**Taunton RMV Service Center Move**

- Still no official move date – presently targeting July 1 opening
- If July 1 opening cannot be met, the move would be delayed until January per Registrar
- Received floorplan on 4/8
- 10 DL/ID complete kits (present state = seven -7-)
- Three -3- additional DL/ID needed
- Two -2- spare in inventory with Idemia, at least one -1- needs to be procured (12-16 week lead time) will confirm with Idemia they can borrow
- -1- DL/ID kit from break/fix pool until new DL/ID kit(s) arrive(s)
- Submitting request for SOW to Idemia by 4/12
- Site visit planned for week of 4/15
- After review of Comcast configuration, it is expected that Comcast work will be minimal, and will only require extending circuits from current building electrical room to new space (i.e., no trenching)

###

Miscellaneous

- Maintenance –Generally-

Item	Description	Date/Timeframe	Service Impacting	Comments
1	CHG0037396 – Migrate Citrix Servers to New Hardware and Storage – work needed to vacate 10 PP 8110 data center by June 1 ahead of major electrical maintenance	04-13-2019 02:00 PM - 08:00 PM	No Citrix access to ALARS or Microsoft Office Applications during maintenance	Maintenance scheduled for Saturday afternoon thru Saturday evening

**EOTSS performing non-**



2 **disruptive maintenance to internet circuits at MITC and SDC Wednesday April 17th at 7:00 PM (EOTSS: ServiceNow CHG0008600)** **04-17-2019 07:00 PM - 11:59 PM** **No downtime is expected** **EOTSS managed site-to-site VPN connections WILL experience a short disruption from as little as 2 minutes and possibly up to 30 minutes in duration during the change window**

3 EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support ATLAS R2

There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2 To complete these activities, EOTSS is proposing weekly storage maintenance windows **starting on April 25<sup>th</sup>** The maintenance has been tentatively scheduled over multiple weeks to minimize risks to the ATLAS environment All maintenance will be done "live" and will not require any downtime of the ATLAS environment

~~04-13-2019 02:00 PM - 10:00 PM~~ No downtime is expected

4 Digital Safety Training Program Ongoing: no later than April 30

4/12/2019 9:20 AM

**From:** Newton, Mark (DOT)  
**Sent:** Thursday, April 04, 2019 2:54 PM  
**To:** Deveney, Erin (DOT) <[Erin.Deveney@dot.state.ma.us](mailto:Erin.Deveney@dot.state.ma.us)>; Bedard, David (DOT) <[david.bedard@state.ma.us](mailto:david.bedard@state.ma.us)>  
**Cc:** Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)>  
**Subject:** Registrar/IT Weekly Check in

Happy Pre-Friday – Registrar, Dave!

Here are this week's updates for consideration during tomorrow's scheduled 10 AM call. Given there are no significant material issues or updates, would you like to forego this week's call, or would you prefer to meet as usual, could you kindly let us know Registrar? Thank you

Regards,  
 Mark

**QHQ 1st Floor Atlas Business Testing/Training**

- QHQ 1st Floor Atlas Business Testing/Training
- Ricoh Printer(s): Contact Center & Training: Deliver Date: **-Delivered- 4/4/2019-**

**Watertown RMV Service Center Move**

- No official move date. Opening date no sooner than May 6, 2019
- No known risk or impediments with IT
- Agreed to use 49" TV monitors for QFlow, MVN and Security
- Comcast fiber installation
- Installation completion scheduled for ~~3/29/19~~ 4/12/2019

**Taunton RMV Service Center Move**

- No official move date. Approximate June/July 2019
- Demolition permit in process
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, the move would be delayed until January per RMV Registrar

**AAA Boston --NEW--**

- AAA planning to move its location somewhere in PO Square in Fall 2019
- No other details at this time.

###

Miscellaneous

- Maintenance –Generally-

Item	Description	Date/Timeframe	Service Impacting	Comments
1	TSS performing monthly Mainframe Logical Partition (or "LPAR") maintenance on Sunday April 7th (EOTSS: ServiceNow CHG0007528)	Sunday, April 7, 2019 from 3:30 - 5:30	No downtime Expected to return to service by 4:00 (+/-), within the daily Mainframe Maintenance Window	Occurs during the beginning of every month RMV Applications, Production Support to monitor and confirm, as is standard practice
2	CHG0037308 - Migration of Inner DMZ firewall and Load Balancer functions to new equipment in Suite 8150	04-07-2019 03:00 AM - 05:00 AM	Yes; no RMV payment transactions from 3 - 4 AM; (4-5 Testing/Monitoring)	Part II of II, /Testers scheduled/Mark has sent notification 4/3/19
3	EOTSS to perform non-disruptive maintenance on the Netapp storage environment The			To mitigate risk, EOTSS would like to schedule this effort as an eight -8- hour window outside of business hours /Testers scheduled/ Mark has sent

maintenance is required to update the environment to support Atlas R2

04-13-2019  
02:00 PM -  
10:00 PM

No downtime is expected

LIMITED notification 4/3/19 JUST to Registrar for her approval. If approved, larger distribution planned

4 Digital Safety Training Program  
Ongoing; no later than April 30

4/12/2019 9:14 AM

**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 29, 2019 9:10 AM  
**To:** Deveney, Erin (DOT); Bedard, David (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** Registrar/IT Weekly Check in

Good Morning,

Please find the following updates for consideration during this morning's regularly scheduled 10 AM call

**QHQ 1st Floor Atlas Business Testing/Training**

- QHQ 1st Floor Atlas Business Testing/Training
- Ricoh Printer(s): Deliver Date: Thursday, April 4, 2019, all three -3- machines to Quincy RMV Headquarters

**AAA Leominster Move**

- Move Date – Completed successfully on March 22, 2019

**Watertown RMV Service Center Move**

- No official move date. Opening date no sooner than May 6, 2019
- No known risk or impediments with IT
- Agreed to use 49" TV monitors for QFlow, MVN and Security
- Comcast fiber installation
- Installation completion scheduled for 3/29/19 ~~TODAY~~

**Taunton RMV Service Center Move**

- No official move date. Approximate June/July 2019
- Demolition permit in process
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, the move would be delayed until January per RMV Registrar

**AAA Boston ==NEW==**

- AAA planning to move its location somewhere in PO Square in Fall 2019
- No other details at this time.

###

Miscellaneous

- ACF
- In RE: Replacement Ricoh units two -2- for Haymarket Service Center
- As of 3/22/2019 AM, Ricoh has a tech scheduled to visit Haymarket today to assess the two devices – outcome partially dependent on results of their findings
- Ricoh IS aware of our desire for replacement units AND aware that this matter is visible at the highest level
- UPDATE: Due to the fact that the Haymarket units were part of the pilot, there was a HEAP/STACK setting that was pushed out to all but the Haymarket machines, that is in the process of being confirmed and/or reset to the optimum or new default setting to match the rest of the locations. Symptom was: Delay when calling up the Autostore (Print-on-Demand) feature of the Ricoh devices, at times causing users to become frustrated and reset the device
- ALARS Freeze Board (AFB) Candidate: 2019: Production Issue - Garage Code Update Process for Address Changes in ALARS (RMVLV25D) – Approved by Registrar, will move to Production next week
- Maintenance –Generally-

Item	Description	Date/Timeframe	Service Impacting	Comments
1	MassDOT IT, Operations/Server Team, RMV (ATLAS) Ongoing Windows Patching	3/31/2019, 02:00 AM - 08:00 AM	No downtime is expected	<u>Pending Registrar approval</u> /Testers scheduled/Mark to send notification
2	CHG0037247 - Migration of Outer DMZ firewall and Load Balancer functions to new equipment in Suite 8150	03-31-2019 03:00 AM - 05:00 AM	Yes; no RMV payment transactions from 3 – 4 AM; (4-5 Testing/Monitoring)	Part I of II, Part II next week /Testers scheduled/Mark to send notification
3	EOTSS to perform non-disruptive maintenance on the Netapp storage environment. The maintenance is required to update the environment to support Atlas R2	TBD	No downtime is expected	To mitigate risk, EOTSS would like to schedule this effort as an eight -8- hour window outside of business hours /Testers aware but not yet scheduled/Mark to send notification

4/12/2019 9:14 AM

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 22, 2019 9:43 AM  
**To:** Deveney, Erin (DOT); Bedard, David (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** Registrar/IT Weekly Check in

Good FRIDAY Morning Registrar, Dave,  
Today's updates for consideration during this morning's scheduled 10 AM call

**QHQ 1st Floor Atlas Business Testing/Training**

- All 26 New PCs for third floor desks have been installed and are connected to the network
- QHQ 1st Floor Atlas Business Testing/Training
- Ricoh Printer(s) Target Date: (*backordered MP4055*) First week of April for all three -3- printers (specific date to be provided)

**AAA Leominster Move**

- Move Date ~~TODAY~~: March 22, 2019

**Watertown RMV Service Center Move**

- No official move date Tentative opening date April 29, 2019
- No known risks or impediments with IT
- Awaiting feedback from General Services on TV size - Current Service Center uses 55" due to high ceilings - Standard is 49"
- Comcast fiber installation
- Fiber splice installation completed 3/18
- Installation completion scheduled for 3/29/19

**Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Demolition permit in process
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, the move would be delayed until January per RMV Registrar

**Roslindale RMV Service Center**

- Very early in process
- Targeting Q1 2020 CY opening

###

Miscellaneous

- ACF Technologies, Q-Flow Queuing Application Deprecation of the AWS Classic VPN Connection by 4/1/2019  
Thursday, March 21, 2019 afterhours @ 5:30 PM
- EOTSS Resources on hand at the beginning of the work (5:30 PM) from 07 00 AM on Friday, March 22, 2019
- ACF Resources also available Thursday and Friday (Pulseway access to confirm QFlow functionality (all but printing tickets)
- MassDOT IT, to coordinate with DMs to arrange for RMV testers within each region
- **Primary mission successful** – will need to schedule a subsequent effort to facilitate failover ACF/QFlow VPN connection to Springfield Data Center (or "SDC")
- Post action review of Citrix production incident

**Root Cause**

This was a very unusual hardware failure that might be described as "once in a lifetime" Our storage hardware is highly redundant, but had both backup batteries fail within a few minutes of each other at just before 10 00pm on March 5<sup>th</sup> The device shut itself down to prevent data loss We identified the root cause and ordered replacement parts by 4 00am on March 6<sup>th</sup> The parts arrived and were installed by noon Restoring the server environment took until 5 00pm that day

**Next Steps**

- Retire this storage device and move all data to brand new hardware by 5/17
- Review other hardware around DOT to proactively identify any older pieces that may be subject to similar failures Complete by 5/31
- Hire an architect to review our current server and storage architecture, with the objective of providing more redundancy and reducing our recovery time for future incidents He will start in the next two weeks and we expect the new architecture design to be complete by 5/3 We will immediately begin implementation of the recommended changes
- We are in the process of redesigning our incident response processes We will complete and deploy the changes by 4/26
- Replacement Ricoh units two -2- for Haymarket Service Center
- As of 3/22/2019 AM, Ricoh has a tech scheduled to visit Haymarket today to assess the two devices – outcome partially dependent on results of their findings
- Ricoh IS aware of our desire for replacement units AND aware that this matter is visible at the highest level
- ALARS Freeze Board (AFB) Candidate: 2019: Production Issue - Garage Code Update Process for Address Changes in ALARS (RMVLV25D)

4/12/2019 9:14 AM

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 15, 2019 2:53 PM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Additionally, I confirmed;

- that the wall bracket for the QFlow TV is fit for purpose with Bill Norrish (Watertown)
- that Jim Tilley of the MassDOT IT, Network team will be on the watch for the EOTSS/Q-Flow, Deprecation of the AWS Classic VPN Connection on Thursday, March 21, 2019 afterhours @ 5:30 PM / Friday AM
- Paul Lavallee has sent an update/reminder to the RMV DM's regarding upcoming scheduled DCP implantations

I also followed-up on an Email from Bill Norrish to David Hempe regarding attempting to confirm the AAA Leominster move date tentatively re-scheduled to March 22, 2019 – awaiting reply

Have a fantastic weekend to you both!  
-Mark

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**From:** Bedard, David (DOT)  
**Sent:** Friday, March 15, 2019 12:49 PM  
**To:** Newton, Mark (DOT); Deveney, Erin (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

I confirmed there is a \$500k placeholder for OPMI dashboard work, subject to final approval and any changes in priorities I will touch base with Rachel on Monday

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 15, 2019 9:48 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

#### **QHQ 1st Floor Atlas Business Testing/Training**

- Ricoh Printer(s) Target Date: TBD
- Order placed / awaiting delivery status from Ricoh

#### **AAA Leominster Move**

- Move Date – Tentatively re-scheduled to March 22, 2019
- Waiting for AAA confirmation

#### **Watertown RMV Service Center Move**

- No official move date. Tentative opening date April 29, 2019
- Comcast fiber installation
- Fiber splice installation scheduled for Friday, 3/15
- Installation completion scheduled for 3/29/19
- AV Installation to support QFlow
- Completed 3/14
- ACF
- ACF to deliver wall bracket for QFlow TV by 3/8 so General Contractor can install
- Received By General Contractor on schedule 3/8
- Updated computer/IP worksheet completed with existing equipment IP information
- Beth Pellegrini ordered second Bank of America scanner for new Cash Room

#### **Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Demolition permit has been pulled (Planet Fitness)
- Lease was signed
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per RMV Registrar

#### **Rosindale RMV Service Center**

Very early in process

Targeting Q1 2020 CY opening

###

#### Miscellaneous

- Update: Attleboro Q-Flow Kiosk  
ACA to perform an onsite review of kiosk and also bring a replacement monitor with the bread board (or “ internal touchscreen”) that goes inside the kiosk Tech will be onsite either on Tuesday or Wednesday of next week / these days were chosen as it's less busy at the service center  
INCO205329 / SR00008508 - Attleboro - the QFlow self-service kiosk is not working properly, keeps losing a connection to the system <THIS week>  
INCO204658 / SR00008268 - having on going issues with q-flow system - not printing and wrong categories calibrated <last week>
- Effort 1 of 2 - MassDOT IT, Server: Routine Security Updates to the ATLAS System  
Sunday, March 17, 2019 from 03 00 AM to 04:00 AM (Estimated), the MassDOT IT, Server team will be performing routine security updates to the ATLAS system  
NO prolonged interruption of service is expected; however, brief disruptions may occur during this time
- Effort 2 of 2 - EOTSS, MassDOT IT, Chelsea Circuit Cut Over to New Core Switches  
Sunday, March 17, 2019 from 08 00 AM to 11:00 AM (Estimated), we will be cutting over the EOTSS Chelsea circuits to the new Cisco 9300 Core WAN layer distribution switches in the 8150 server room, as part of the comprehensive Core Migration project  
NO interruption of service is expected; however, brief disruptions may occur
- ACF Technologies, Q-Flow Queuing Application Deprecation of the AWS Classic VPN Connection by 4/1/2019  
Thursday, March 21, 2019 afterhours @ 5:30 PM
- EOTSS Resources on hand at the beginning of the work (5:30 PM) from 07 00 AM on Friday, March 22, 2019
- ACF Resources also available Thursday and Friday (Pulseway access to confirm QFlow functionality (all but printing tickets)
- MassDOT IT, to coordinate with DMs to arrange for RMV testers within each region
- Post action review of Citrix production incident (TBD)
- RMV Application Development Fixed an online (web) code bug (INCO205513) that was preventing certain 'Company' plate types from getting a duplicate registration online While the reported incident is for a municipal plate (MVN) it was discovered that five additional 'Company' plates types were being excluded too Company plates types fixed and tested are as follows:

<Value>ATN</Value>  
<Value>AXN</Value>  
<Value>MVN</Value>  
<Value>MXN</Value>  
<Value>STN</Value>  
<Value>SXN</Value>

CHG0037130 - INC0205513 - error duplicating Municipal (MVN) registrations via e-services

- Reminder to DMs, anyone wishing to deploy QFlow DCP by the April 12, 2019 deadline should be expressing their interests now  
4/12/2019 9:14 AM

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 08, 2019 9:47 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Morning Registrar, Dave,  
Below are today's updates for consideration during this morning's scheduled 10 AM call

**QHQ 1st Floor Atlas Business Testing/Training**

- Ricoh Printer(s) Target Date: TBD
- Working through some procurement details / Upside: devices are quick-to-deploy
- **AAA Leominster Move**
- Move Date – Tentatively re-scheduled to March 22, 2019
- AAA is having IT issue that caused delay
- This is with their business IT - unrelated to RMV/MassDOT systems which are ready

**Watertown RMV Service Center Move**

- No official move date - Approximate April 2019
- Comcast fiber installation
- Interior and exterior rough cabling completed
- Final installation scheduled for Friday, 3/15
- AV Installation to support QFlow
- Installation of AV systems scheduled for 3/12-3/14/19
- Fabric backdrop
- Delivered to General Services – on schedule
- ACF
- ACF to deliver wall bracket for QFlow TV by 3/8 so General Contractor can install
- Waiting for confirmation
- Draft computer/IP worksheet distributed to IT team with listing of existing equipment being moved and new equipment being installed

**Taunton RMV Service Center Move**

- No official move date - Approximate June/July 2019
- Demolition permit has been pulled (Planet Fitness)
- Lease was signed
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per RMV Registrar

**Roslindale RMV Service Center**

Very early in process  
Targeting Q1 2020 CY opening

###

**Miscellaneous**

- VLS (SAVE) Production Scheduled Maintenance, Friday, March 8, 2019 from 09:00 PM until 11:59 PM  
The recommendation from the RMV business is leaving the Web transactions up and available during this upcoming maintenance period. Customers that attempt to process transactions using either a birth certificate or US Passport/Card will be successful during this SAVE outage. Since go-live the majority of documents presented for lawful presence have been either a birth certificate or US Passport/Card (77 %). If approve, I'll send communications out later this AM.
- We have an alert already planned on the web site and we can add a SAVE system maintenance value so customers using SAVE transactions that don't read the alert will get stopped.
- THIS weekend the Mainframe will be going down for a Scheduled Mainframe Outage - Sunday, March 10th at 3:30 AM Clock Time scheduled to 05:45 AM. EOTSS will be setting the Mainframe clock forward one (1) hour for Daylight Savings Time (or "DST")

When: Sunday, March 10th from (2:30 AM Mainframe Time) 03:30 AM to 05:45 AM

Why: 1 Regular Monthly Charge-back IPL – RSYS and 2 Scheduled Mainframe annual Daylight Savings Time (DST) Change

Internal Impact: All access to mainframe will be effected/unavailable

RMV Customer Impact: No RMV internet (Registration & Title) transactions, no IVR transactions and no mainframe access during this time window

- ALARS Freeze Board (AFB) Candidate: 2014: Changes to No Policy Report – To be moved to Production 3/13/2019
- Interim/indefinite solution has been provided to the VSCS team/representative in Worcester

4/12/2019 9:14 AM

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 01, 2019 9:22 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Morning Registrar, Dave – Happy Friday and March 1<sup>st</sup> – Can Spring be far away?  
Here are today's updates for consideration during this morning's scheduled 10 AM call

#### QHQ 1st Floor Atlas Business Testing/Training

- 26 New PCs for third floor desks that will be vacated - deployment begun March 1

#### AAA Leominster Move

- Move Date – Wednesday, March 6, 2019
- Reached out to Karen Pedi to secure an RMV CSR for testing

#### Watertown RMV Service Center Move

- No official move date - Approximate April 2019
- Comcast fiber installation
- Interior installation of "rough" cabling completed 2/25
- Exterior installation process started including DigSafe notification
  - Dependent on weather but expected to be completed by 3/8
- Comcast believes all work to be completed by 3/15
- AV Installation to support QFlow
- TV monitor brackets installation completed
- Requested additional PO to cover speaker wire installation from Valley Communication on 2/20
- Installation of AV systems scheduled for 3/25-3/26/19
- Fabric backdrop
- Idemia delivered to Creative Office Pavilion (furniture vendor) backdrop fabric on 2/28
- ACF SOW
- ACF to deliver wall bracket for QFlow TV by 3/8 so General Contractor can install.

#### Taunton RMV Service Center Move

- No official move date - Approximate June/July 2019
- Demolition permit has been pulled (Planet Fitness)
- Lease was signed
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per RMV Registrar

#### Roslindale RMV Service Center

- Very early in process
- Targeting Q1 2020 CY opening

###

#### Miscellaneous

- ACF/Q-Flow –Pulseway deployment statewide on 2/27-2/28 - successfully completed
- VLS (SAVE) Production Scheduled Maintenance, Tuesday, March 5, 2019, Estimated Duration: 10:00 PM ET until Wednesday, March 6, 2019 4:00 AM ET - Only Foreign Visa/Passport data will not be available to SAVE/VLS during this time - All other VIS functions will be available - RMV Communications (Nancy Cox) has crafted and scheduled a Web alert
- NEXT weekend the Mainframe will be going down for a Scheduled Mainframe Outage - Sunday, March 10th at 3:30 AM Clock Time scheduled to 05:45 AM - EOTSS will be setting the Mainframe clock forward one (1) hour for Daylight Savings Time (or "DST")

When: Sunday, March 10th from (2:30 AM Mainframe Time) 03:30 AM to 05:45 AM

Why: 1 - Regular Monthly Charge-back IPL – RSYS and 2 - Scheduled Mainframe annual Daylight Savings Time (DST) Change

Internal Impact: All access to mainframe will be effected/unavailable

RMV Customer Impact: No RMV internet (Registration & Title) transactions, no IVR transactions and no mainframe access during this time window

- ALARS Freeze Board (AFB) Candidate: 2014: Changes to No Policy Report (Approval: Y/N)

4/12/2019 9:14:28 AM

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, February 22, 2019 9:12 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Morning Registrar, Dave,

Here are today's updates for consideration during this morning's scheduled 10 AM call

#### QHQ 1st Floor Atlas Business Testing/Training

- 26 New PCs are being proposed for third floor desks that will be vacated - Targeting March 1 completion
- New Ricoh color copier will be installed in space - IT Service Desk working with Ricoh to procure
- Interim color printer and black and white copier were installed 2/14

#### AAA Leominster Move

- Move Date – Re-scheduled March 6, 2019
- Comcast RMV data installation completed 2/14

#### Watertown RMV Service Center Move

- No official move date - Approximate April 2019
- Comcast fiber installation
- Plans were approved by mall management 2/20
- Interior installation of cabling could start as early as 2/22
- Exterior installation process started including DigSafe notification
- Dependent on weather but no expected issues completing before 4/1/19
- AV Installation to support QFlow
- TV monitor brackets delivered 2/15
- Learned on 2/20/19 that installation of speaker wire not included in General Contractor contract

- This differs from last two Service Center buildout
- Requested additional PO to cover speaker wire installation from Valley Communication on 2/20
- Tentative installation of AV systems scheduled for 3/26/19
- Fabric backdrop
- Creative Office Pavilion (furniture vendor) needs roll of backdrop fabric by 3/1
- Confirmed with Idemia They will have in Billerica well before that date
- ACF SOW
- Submitted IT Request for SOW 2/19

#### **Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Lease was signed
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per RMV Registrar

#### **Roslindale RMV Service Center**

- Very early in process
- Targeting Q1 2020 CY opening

###

#### Miscellaneous

- REMINDER: RMV - Database Maintenance for Production CV11 – Monday, February 25th - 2019 - 03:00 AM – 04:00 AM - no additional down time – MassDOT IT, Change Request CHG0036856  
Received an NCOA (National Change of Address) file from ATLAS to be imported into ALARS The file contains 3,587,386 records  
In order process 3.5+ million records into ALARS the ADDR (Address) area of the database needs to be expanded to hold this additional data This process is expected to take 40 minutes
- MassDOT IT, Operations/Server Team, RMV (ATLAS) Ongoing Windows Patching: 2/24/2019, 02:00 AM - 08:00 AM - We expect NO prolonged interruption of service; however, brief disruptions may occur

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, February 15, 2019 8:48 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Morning Registrar,

Here are today's updates for consideration during this morning's scheduled 10 AM call  
 Appearing at the bottom are a few MassDOT IT, ALARS Freeze Board (or "AFB") items for which I would ask your consent to move forward and some miscellaneous points of interest...

Thank you Registrar,  
 Mark

#### **Back Office/Facial Rec Production Issues**

- Root Cause Analysis Meeting was held on 2/14/2019
- Discussion/Findings/Calls to Action

#### **OHQ 1st Floor Atlas Business Testing/Training**

- Systems and employee moves from Third floor to 1st floor completed 2/14
- 26 New PCs are being proposed for third floor desks that will be vacated Targeting March 1 completion
- New Ricoh color copier will be installed in space IT Service Desk working with Ricoh to procure
- Interim color printer and black and white copier were installed 2/14

#### **AAA Leominster Move**

- Move Date – Re-scheduled March 6, 2019
- Changed from Feb 22 to avoid school vacation week and AAA travel event week of 2/25
- Comcast completed RMV data installation 2/14

#### **Watertown RMV Service Center Move**

- No official move date Approximate April 2019
- Comcast fiber installation
- Awaiting for ETA on delivery of detailed installation plans Process is underway
- Plans will need to be approved by mall management before they can start installation
- This continues to require close monitoring to ensure completion before scheduled opening
- General Contractor needs monitor brackets for QFlow/MVN TVs by 2/15
- Valley to delivered 2/14
- Fabric backdrop
- Creative Office Pavilion (furniture vendor) needs roll of backdrop fabric by 3/1
- Confirmed with Idemia They will have in Billerica well before that date
- ACF SOW
- Still waiting for SOW from ACF
- Followed up again on 2/13 and escalated today 2/15

#### **Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Lease was signed
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per Registrar

###

(AFB)

- 1 ALARS Freeze Board (AFB) Candidate: 2017: Production Issue - Excise value calculation field is two (2) bytes short causing a truncation of Excise Tax Value
- 2 ALARS Freeze Board (AFB) Candidate: 2014: Changes to No Policy Report
- 3 ALARS Freeze Board (AFB) Candidate: 2018: Please disable the RMV's Policy Information Portal (PiP) public version only (DMZ-WB-BOS-P12/P13) - completely offline-

###

Miscellaneous

- RMV - Database Maintenance for Production CV11 – Monday, February 25th - 2019 - 03 00 AM – 04:00 AM - no additional down time – MassDOT IT, Change Request CHG0036856
- INCO200051 - ALARS CREDIT CARD TRANSACTION is not going through in the Application bottom left just shows 2 Parenthesis – (Enforcement Services)
- MAB Placard Printer Proof of Concept (PoC), Other
- Proof of Concept testing (Future State) - **with RMV Business/Tech coordinating a meeting for next week with MAB stakeholders, Lexmark representative, RRD representative and Tech**
- Desk and DL/ID assets move located in the 3rd floor of Haymarket, MAB Walk-In service room (Room 343) Tuesday, February 12th 8 AM-9 AM – **COMPLETED as scheduled-**
- INCO200481 - Medical Affairs workstation signature pad and camera is indicating not connected – (MAB) Walk-Walk-In (Rm 343)
- Instituting a self-service digital kiosk and/or registration center with application technology (i.e. QLESS servicing platform) similar to the EZ-PASS customer counter and RMV Service Centers – **With RMV Business/No Tech action at this time**
- TEMPORARILY Relocate Printer QHQ:3rd Floor-MAB-PLACARD (ATLAS – 3109 Jen Hoban's area) from QHQ to Haymarket MAB 4th Floor Location – **Permissions confirmed with Syc to relocate the printer, indefinite to permanent term, coordinating with General Services to physically move this floor standing printer – Work in Progress – (Current State)**
- A wall monitor in Corrine Steller's office that has the ability for a split screen dashboard - **Requires further discussion with Corrine, to be held within a week's time**
- Requisition two (2) privacy screens for the Room 343 DL/ID workstation monitors - **REQ0028889**

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, February 08, 2019 12:40 PM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Afternoon Registrar,

A quick follow-up to outstanding questions from this morning's call...

- There will be phones in adequate supply for the QHQ moves
- Greenfield QFlow connectivity issues are reported/confirmed resolved
- Haymarket QFlow tablet issue is also reported/confirmed resolved

Thank you Registrar

Best,  
Mark

---

**From:** Newton, Mark (DOT)  
**Sent:** Friday, February 08, 2019 9:18 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Another Fantastic Friday morning to you... Here are the updates for consideration during this morning's scheduled 10 AM call...

#### **Back Office/Facial Rec Production Issues**

- Meeting has been scheduled with Idemia to discuss root cause (Wednesday, February 13, 2019)
- More detail to follow meeting

#### **MAB Placard Printer Proof of Concept (PoC), Other**

- MassDOT IT is working multiple MAB priorities including Placard Printer PoC – Details within attachment
  - Desk and DL/ID assets move located in the 3rd floor of Haymarket, MAB Walk-In service room (Room 343) Tuesday, February 12th 8 AM-9 AM
  - Instituting a self-service digital kiosk and/or registration center with application technology (i.e. QLESS servicing platform) similar to the EZ-PASS customer counter and RMV Service Centers (please see attachment)
  - TEMPORARILY Relocate Printer QHQ:3rd Floor-MAB-PLACARD (ATLAS – 3109 Jen Hoban's area) from QHQ to Haymarket MAB 4th Floor Location
  - A wall monitor in my office (C S ) that has the ability for a split screen dashboard
- << Message: Re: MAB Facility Upgrade Request and Customer Servicing Project >>

#### **Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)**

- Will coordinate delivery post successful completion of Placard Printers

#### **AAA Leominster Move**

- Move Date – **Feb 22, 2018 \*NEW\***
- Comcast had minor site issues and new plan was needed Required coordination with landlord Awaiting revised install schedule
- Monitoring closely with AAA for impact to move date

#### **QHQ 1st Floor Atlas Business Testing/Training**

- Furniture and cabling completed
- Systems and employee moves expected to be completed 2/15
- John Primerano and Dawn Ball coordinating schedule
- 26 New PCs are being proposed for third floor desks that will be vacated Targeting March 1 completion
- New Ricoh color copier will be installed in space Dawn Ball working with Ricoh to procure
- May need to use interim device if copier not delivered in time



#### Watertown RMV Service Center Move

- No official move date Approximate April 2019
- Construction work resumed
- Comcast fiber installation
- Mall management is requiring more detailed installation plans than have been provided to date
- Waiting for plan and approach to provide from Comcast management
- This continues to require close monitoring to ensure completion before scheduled opening
- General Contractor needs monitor brackets for QFlow/MVN TVs by 2/15
- Waiting for delivery confirmation

#### Taunton RMV Service Center Move

- No official move date Approximate June/July 2019
- Risks High complexity, moderate to high exposure to risk
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per Registrar

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, February 01, 2019 9:08 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Friday Morning to you both...

<< OLE Object: Picture (Device Independent Bitmap) >>

#### Back Office/Facial Rec Production Issues

- Ongoing, progress being made

#### Procure Lexmark Placard Printer for Medical Affairs Bureau (MAB)

- Proof of Concept testing is being conducted at QHQ there has been some team hands-on, and we re looking at engaging representatives of both RRD and Lexmark (vendor/reseller) to ensure testing is optimized (for proposed volume and quality) and more closely resembles likely real use

#### Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)

- Will coordinate delivery post successful completion of Placard Printers

#### AAA Leominster Move

- Move Date – Changed to Feb 15, 2018
- Comcast had minor site issues and new planned is needed Awaiting revised install schedule

#### QHQ 1st Floor Atlas Business Testing/Training

- Walkthrough with RMV Business 1/30
- Finalized move locations
- Run book ("plan") created and distributed
- Inno4 cabling work started this week
- Furniture will be installed on Feb 1
- Systems and employee moves expected to be completed 2/15
- Finalizing employee moves and BOM with John Primerano and Dawn Ball
- 26 New PCs are being proposed for third floor desks that will be vacated Targeting March 1 completion
- New Ricoh color copier will be installed in space Dawn Ball working with Ricoh to procure
- May need to use interim device if copier not delivered in time

#### Watertown RMV Service Center Move

- No official move date Approximate April 2019
- Risks High complexity, moderate to high exposure to risk
- Construction work stoppage due to licensing issue with General Contractor
- Expected to be resolved in a few days
- Planned interior rough fiber cabling by Comcast within existing RMV was cancelled last minute as a result
- Mall management instructed Comcast to vacate premise
- Comcast fiber installation
- After work resumes, a meeting is needed with Comcast, Aric Warren, Bill Norrish and mall management to discuss new plan and obtain approval
- Work will require trenching from mall to service center to replace existing Comcast aerial connections
- Per Comcast, about 2 days of work Dependent on weather Dig Safe process was initiated
- Comcast believes there are no issues meeting March 15 date to complete
- General Contractor needs monitor brackets for QFlow/MVN TVs by 2/15
- Once PO is issued, Valley can order brackets They expect to easily meet 2/15 date

#### Taunton RMV Service Center Move

- No official move date Approximate June/July 2019
- Risks High complexity, moderate to high exposure to risk
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per RMV Registrar

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**From:** Bedard, David (DOT)  
**Sent:** Friday, January 25, 2019 8:37 AM  
**To:** Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good morning Weekly update below I asked Mark to join us this week as he did a lot of research on Leominster

#### **Back Office/Facial Rec Production Issues**

- Enforcement Services, Facial Recognition team is in the process of reviewing the Idemia findings

#### **Workstation Issues at Leominster Service Center**

- A review of reported Incidents at the RMV Leominster Service Center was initiated with Service Delivery (from November 1, 2018 – January 22, 2019) With particular focus on the following stations (5,6, 12, 10 and 11) – but **all** counters reported incidents were reviewed
- The question was posed to the Service Delivery team regarding the integrity of the workstations in that Service Center, are they more prone to problems than usual, or more so than any other Service Center? –No-
- Of a total reported Incidents of 56, (including “N/A”) the breakdown is
- People: 25 – Training type issues: With resolutions like: “Rebooted the PC, Signature Pad and Camera,” (most frequent) or “Loose or Unplugged Power Cord”
- Process: 5 – Password Had Expired, CIRV screen not working as expected, as there were no orphan records to process
- Technology: 23 – Technology issues: Legitimate tech problems with resolutions like: “Software Update Applied,” or “Replaced vision tester” or “Workstation reimaged (q=2)” or “Vendor Resolved”
- In summary, the team feels that if the District Managers, Service Center Managers and staff could be reminded of, and continue to reinforce the importance of, and the need to allow ample time when logging in to allow ALL the software components to fully load (Operating System, Idemia software, Credit Card Processing Software, ATLAS software) and the peripherals (ALL the peripherals) The sentiment is, that as long as it sometimes seems to take to wait while logging in to a workstation (and logging off when done) – the time is well spent, as opposed to rushing the load process, having items not load properly, then having to go through a complete troubleshooting regime to isolate the source of a potential problem or place a call to Business Support and/or the Service Desk Also, Service Center personnel, when logging out should be leaving the machines powered “On” so patches may be installed properly and, if/as needed, the machines may be remoted into by appropriate MassDOT IT personnel

#### **Procure Lexmark Placard Printer for Medical Affairs Bureau (MAB)**

- Lexmark CS820de color printer device (1) successfully installed for ATLAS and MAB Placard Proof of Concept (or “PoC”) testing on 1/18/2019 Testing is in progress and initial sentiment appears to be good

#### **AAA Leominster Move**

- Move Date – As of 1/24/2019 **NEW DATE: Changed to Friday, February 15, 2018**
- Risks Low No known issues preventing move from MassDOT IT perspective
- Comcast has provided install schedule and installation completion is planned for Monday, January 28

#### **QHQ 1st Floor Atlas Business Testing/Training**

- Risk Moderate complexity Low/moderate exposure to risk Business drop-dead ready date mid-March provides 1 month schedule contingency
- Significant data cabling work required by Inno4 to bring data/voice capacity to 1st floor from 3rd floor
- Inno4 won re-post of bid IT Request submitted
- Work is being scheduled for week of 1/28 Requires IT Network staff to volunteer for 2 nights after hours
- Furniture will be installed on Feb 1
- Systems and employee moves expected to be completed 2/15
- Finalizing employee moves and BOM with John Primerano and Dawn Ball
- 26 New PCs are being proposed for third floor desks that will be vacated Targeting March 1 completion

#### **Watertown RMV Service Center Move**

- No official move date Approximate April 2019
- Risks High complexity, moderate to high exposure to risk
- Comcast submitted plans to mall management
  - It was agreed to route through the mall from existing mall telecommunication room but mall management is requiring Comcast to trench the short distance from the back of mall to utility pole on street
  - Comcast will start interior work within next 2 weeks
  - Comcast initiated Dig Safe process for trenching Weather will dictate installation schedule
- Comcast will need access in existing RMV to install fiber for new service center
- Tentatively scheduled for next Tuesday, 1/29/19 from 5 to 7:30 PM It will require RMV staff to keep service center open Waiting for confirmation from Comcast before requesting RMV support
  - Comcast does not believe there will be any issue meeting March 15 deadline
- General Contractor needs monitor brackets for QFlow/MVN TVs by 2/15
  - Valley communication provided SOW and it was submitted for PO
  - Once PO is issued, Valley can order brackets They expect to easily meet 2/15 date
    - Scoping call held with ACF They will be submitting SOW for moving QFlow equipment

#### **Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Risks High complexity, moderate to high exposure to risk

#### **Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)**

- Will coordinate delivery post successful completion of Placard Printers

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**From:** Bedard, David (DOT)  
**Sent:** Friday, January 18, 2019 8:59 AM  
**To:** Deveney, Erin (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good morning This week s updates below Attached is findings to date on Back Office/Facial rec << File: 01 17 19 Issuance 360 FR Priority of Fixes IDEMIA Status\_IDEMIA\_Update docx >>

#### **Back Office/Facial Rec Production Issues**

- Discussed findings to date with Idemia management 1/17/18
- All 7 "high" priority issues reviewed
- 2 Idemia researching with Atlas/FAST
- 2 Idemia continuing to research internally
- 2 Idemia is requesting researching in conjunction with RMV team
- 1 Idemia believes system is functioning as design (FAD) but can make configure changes to meet RMV needs
- Idemia sent findings 1/17 to Sara to provide clarifications and/or coordinate on-site review with team

#### **Workstation Issues at Leominster Service Center**

- Mark Newton assigned to coordinate resolution (1/17/18)

#### **Procure Lexmark Placard Printer for Medical Affairs Bureau (MAB)**

- Lexmark CS820de color printer device (1) is installed and the network team provided an IP address for the proper VLAN membership and retested as of 7:45 AM this morning (1/18/2019)
- DL/ID equipment had to be moved/coordinated (successfully with both ATLAS and Idemia) to open up Location for the new printer in proximity to Jen Hoban's cube (3109) next to existing floor standing form factor Dell printer
- Placard media materials are on-site and ready for the proof of concept testing as soon as IP address is implemented
- Low risk

#### **North Adams RMV – Additional DL/ID**

- Completed successfully 1/17/19

#### **AAA Leominster Move**

- Move Date – Changed to Feb 1, 2018
- Risks Moderate Comcast fiber may not be installed by move date and would impact availability of RMV Services
- Awaiting installation schedule from Comcast
- Risk can be mitigated by using interim 4G wireless router to provide connectivity for RMV Services if fiber not ready
- No guarantee of performance May not be adequate for RMV Services

#### **OHQ 1st Floor Atlas Business Testing/Training**

- Work underway Completion Feb 15, 2018
- Risk Moderate complexity Low/moderate exposure to risk Business drop-dead ready date mid-March provides 1 month schedule contingency
- Significant data cabling work required by Inno4 to bring data/voice capacity to 1st floor from 3rd floor
- Received SOW from INNO4 for additional cabling for Atlas business training Cost went from \$10,852 to \$22,082
- Cost increase due to additional 30 network drops for additional furniture for Atlas business training
- Due to increase in value, work was re-posted for bid in Commbuys Bids due to 1/18
- Even with reposting, it is expected that timeline can be met
- Furniture will be installed on Feb 1
- Systems and employee moves expected to be completed 2/15

#### **Watertown RMV Service Center Move**

- No official move date Approximate /April 2019
- Risks High complexity, moderate to high exposure to risk
- Comcast fiber will require routing from mall electrical room to new service center via plastic inter duct in non-RMV tenant ceilings
- Comcast will require approval by Mall management and landlord
- Alternative would require trenching from utility line on street behind new Service Center location This would incur significant expense and may be difficult to perform during winter season
- Received sketch of proposed work but waiting for Comcast to answer technical questions before submitting to mall management
- Onsite meeting held on 1/16 to review server room and data/telecom requirements
- Server room will be completed within 2 weeks
- General Contractor needs monitor brackets for QFlow/MVN TVs by 2/15
- Valley communication to submit quote for PO 1/18 to supply equipment and installation services

#### **Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Risks High complexity, moderate to high exposure to risk

#### **Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (OHQ)**

- Will coordinate delivery post successful completion of Placard Printers

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**From:** Bedard, David (DOT)  
**Sent:** Friday, January 11, 2019 8:56 AM  
**To:** Deveney, Erin (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Happy Friday Updates for this week below The one thing we need to decide on is if the scanners for suspension are warranted Thanks

#### **North Adams RMV – Additional DL/ID**

- Install Date – Jan 16, 2018
- Risks No known Low complexity, low exposure to risk

#### **AAA Leominster Move**

- Move Date – Changed to Feb 1, 2018
- Risks Moderate Comcast fiber may not be installed by move date and would impact availability of RMV Services
- With move delayed 2 weeks, Comcast is more likely to meet move date

- Signed Right of Entry from landlord received. Awaiting installation schedule from Comcast
- Risk can be mitigated by using interim 4G wireless router to provide connectivity for RMV Services if fiber not ready
- No guarantee of performance. May not be adequate for RMV Services

#### **QHQ 1st Floor Atlas Business Testing/Training**

- Work underway. Completion Feb 15, 2018
- Risk: Moderate complexity. Low/moderate exposure to risk. Business drop-dead ready date mid-March provides 1 month schedule contingency
- Significant data cabling work required by Inno4 to bring data/voice capacity to 1st floor from 3rd floor
- Waiting for update SOW from INNO4 for additional cabling for Atlas business training
- Furniture and data installation to be completed Feb 5
- Systems and employee moves expected to be completed 2/15

#### **Watertown RMV Service Center Move**

- No official move date. Approximate March/April 2019
- Risks: High complexity, moderate to high exposure to risk
- Comcast fiber will require routing from mall electrical room to new service center via plastic inter duct in non-RMV tenant ceilings
- Comcast will require approval by Mall management and landlord
- Alternative would require trenching from utility line on street behind new Service Center location. This would incur significant expense and may be difficult to perform during winter season
- Onsite meeting planned for 1/15 to review server room requirements with Contractor
- Idemia SOW received 1/9

#### **Taunton RMV Service Center Move**

- No official move date. Approximate June/July 2019. Lease is being negotiated
- Risks: High complexity, moderate to high exposure to risk

#### **Procure Lexmark Placard Printer for Medical Affairs Bureau (MAB)**

- Lexmark CS820de color printer device (1) was received on 1/4/19 (on schedule) and is on site in QHQ awaiting a rapid feasibility study by MassDOT IT, Service Delivery to confirm or configure for data drop, confirm power, assign IP (MassDOT IT, Network), etc
- Location is determined and confirmed in proximity to Jen Hoban's cube (3109) next to existing floor standing form factor Dell printer
- Install date will be fast tracked but actual install date is pending the completion of the feasibility study
- Placard media materials are being moved to QHQ for the proof of concept testing
- Low risk

#### **Fujitsu FI-7160 Scanners. (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)**

- Tech is awaiting disposition by the business regarding next steps
- Estimate is three (3) to four (4) weeks for delivery of the devices from receipt of PO by Idemia
- Low risk

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**From:** Bedard, David (DOT)  
**Sent:** Monday, January 07, 2019 9:25 AM  
**To:** Deveney, Erin (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Here's the latest, we can discuss on Friday but please let me know if you have any immediate questions or concerns. Thanks!

#### **North Adams RMV – Additional DL/ID**

- Install Date – Jan 16, 2018 (moved due to General Services work schedule)
- Risks: No known. Low complexity, low exposure to risk

#### **AAA Leominster Move**

- Move Date – Jan 18, 2018
- Risks: Comcast fiber may not be installed by move date and would impact availability of RMV Services
- Signed Right of Entry from landlord to allow Comcast to perform work is still outstanding
- Risk can be mitigated by using interim 4G wireless router to provide connectivity for RMV Services
- No guarantee of performance. May not be adequate for RMV Services

#### **QHQ 1st Floor Atlas Business Testing/Training**

- Work underway. Completion expected mid-February
- Risk: Moderate complexity. Low/moderate exposure to risk. Business drop-dead ready date mid-March provides 1 month schedule contingency
- Significant data cabling work required by Inno4 to bring data/voice capacity to 1st floor from 3rd floor

#### **Watertown RMV Service Center Move**

- No official move date. Approximate March/April 2019
- Risks: High complexity, moderate to high exposure to risk
- Comcast fiber will require routing from mall electrical room to new service center via plastic inter duct in non-RMV tenant ceilings
- Comcast will require approval by Mall management and landlord
- Alternative would require trenching from utility line on street behind new Service Center location. This would incur significant expense and may be difficult to perform during winter season

#### **Taunton RMV Service Center Move**

- No official move date. Approximate June/July 2019. Lease is being negotiated
- Risks: High complexity, moderate to high exposure to risk

**\*\*Mark Newton is leading point on the Printer and Scanner front, below is what he sent me but I need to follow up with him in greater detail. Thought I'd pass it along and we can discuss at our meeting this week.\*\***

**Procure Lexmark Placard Printer for Medical Affairs Bureau (MAB)**

- Device (1) was scheduled to ship this week (confirming shipment with vendor/awaiting return communication)
- Install date may be scheduled as soon as possible after receipt
- Install the device, begin the proof of concept printing at the (MAB) business level
- Additional printers are readily available (30+ available in the channel) Lexmark indicates these models will be available for the next 3-6 months (or longer)
- Low risk profile

**Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)**

- In possession of quote from Idemia
- In shortest possible detail, the scanners are requested to address, modernize and secure the Bureau of Probation (or "BOP") list process and address the backlog. Can also be easily used to address the Not the Same Person process, which currently suffers the same peril as the BOP list. This may take some behind the scenes involvement on the IT side, as well as some cooperation with DCU
- Increase customer satisfaction, provide improved access to sensitive and timely documentation and increase the security of sensitive documents
- Reduce paper storage, reduce the need for the manual retrieval of documentation, reduce customer wait time and reduce customer return visits

**What follows, in significantly greater detail, is presented from Sherri L. Hannan, Program Coordinator III / Supervisor, CAB / Suspensions Contact Center, MassDOT/RMV**

**Ideally, each hearings officer and suspension clerk will have a scanner hardware, the DCU Datacap Navigator software, and the DCU Content Navigator software on his or her workstation. Each piece is required for the cycle to be successful.**

Current Process:

Currently, suspension clerks review a record as a driver calls in, and make the determination whether a driver needs to be added to the BOP list. The clerk will inform the driver what documents are needed from the driver, and provide a fax number or address for receipt of the needed documents. Once all documents are received, the typical waiting period is (14) business days for hearings officer review (though the backlog is currently several months). The clerk then collects all docs related to that particular driver, and adds the driver to the BOP list, which is currently a handwritten document in a series three-ring binder, containing personal information, a series of record checks, and all the documents supplied by the driver. These include court records, driving records, photo id's and other sensitive information. These binders are difficult to secure, through it is procedural to keep them locked up outside of typical business hours.

A hearings officer will work the BOP list from the earliest date, pull the documents from the driver on the list, work the record, perform the record checks, hold the hearing, and file her batch work. Though hearings officers in the branch are required to scan their batch work into Datacap Navigator, and file a physical copy, making available instantly to all of DCU, contact center hearings officers merely file their paper batch work to the DCU library, and have no further access to it. This is an impediment to senior hearings officers for auditing purposes, continuing hearings on the same accounts, and general quality control and customer service matters.

It should be noted that due to the current backlog, when a driver is calling after the (14) business days, the record has rarely been worked. What happens is the suspension clerk puts the driver on hold, pulls the papers out of the BOP list binder, walks over to a hearings officer, hands the documents to the hearings officer, and waits next to the hearings officer while the hearings officer works the record, per the above. This can take five minutes, or (25) minutes. Sometimes longer.

It's a process that snowballs the current backlog issue, puts us at risk of having personal information out and unsecured, keeps drivers on hold for exceptional periods of time, causes tension between hearings officers and suspension clerks, and keeps us all from performing our duties in real time.

Future State:

My vision: Suspension clerk takes in a call from a driver. The clerk sees that the driver needs to be placed on the BOP list. The clerk advises the driver on what documents are needed in order to be placed on the list. The driver sends in the docs via fax, etc. The clerk takes in the docs, opens Datacap Navigator, selects the desired scan type (Suspension BOP Scan), accurately enters all information, and advises the driver of the (14) business day wait period.

A hearings officer actively works the BOP list by date, and searches Content Navigator by date. She will pull and print the relevant documents, work the record, hold the hearing, contact the driver with the decision, note the file appropriately, scan her batch work into Content Navigator, and send her physical batch work to the DCU library.

Regarding the backlog:

A temp would be extremely helpful in scanning in the current BOP list into Datacap Navigator. There is no CORI material in the BOP list, so it is acceptable for a temp to assist. This would enable a hearings officer to access the BOP list from any workstation at any time. But we need the physical scanner, and the two software programs and logins to make this work first.

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**From:** Deveney, Erin (DOT)  
**Sent:** Thursday, January 03, 2019 1:01 PM  
**To:** Bedard, David (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Written is fine-feel free to use that time for something more productive. Thanks

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**From:** Bedard, David (DOT)  
**Sent:** Thursday, January 3, 2019 12:59 PM  
**To:** Deveney, Erin (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Hello – I don't have any material updates for this week. Please let me know if you still want to talk or I can send out a written update. Thank you, Dave

-----Original Appointment-----

**From:** Deveney, Erin (DOT)  
**Sent:** Wednesday, December 12, 2018 4:38 PM  
**To:** Deveney, Erin (DOT); Bedard, David (DOT)  
**Subject:** Registrar/IT Weekly Check in  
**When:** Friday, January 04, 2019 10:00 AM-10:30 AM (UTC-05:00) Eastern Time (US & Canada).  
**Where:** 10PP Suite 6620 or 888-390-2590 Code 5160085

**From:** [Burke, Robin \(DOT\)](#)  
**To:** [Seitz, Alaina \(DOT\)](#)  
**Subject:** DOT - Active (Open) Requisition Detail.xlsx  
**Date:** Friday, May 24, 2019 9:31:00 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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**From:** [Burke, Robin \(DOT\)](#)  
**To:** [Seitz, Alaina \(DOT\)](#)  
**Subject:** DOT - Active (Open) Requisition Detail.xlsx  
**Date:** Friday, May 24, 2019 9:28:00 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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**From:** [Boyle, Christopher \(DOT\)](#)  
**To:** [Boyle, Christopher \(POL\)](#)  
**Subject:** Fwd: Weekly Stats 5/4/19  
**Date:** Friday, May 24, 2019 9:19:32 AM  
**Attachments:** [image001.png](#)

---

Sergeant Christopher Boyle  
Massachusetts State Police  
Division of Homeland Security and Preparedness  
Fraud Identification Unit  
[10 Park Plaza, 2<sup>nd</sup> Floor](#)  
[Boston, MA 02116](#)  
[christopher.p.boyle@dot.state.ma.us](mailto:christopher.p.boyle@dot.state.ma.us)  
cell: [781-738-7286](tel:781-738-7286)



Begin forwarded message:

**From:** "Boyle, Christopher (DOT)" <[Christopher.P.Boyle@dot.state.ma.us](mailto:Christopher.P.Boyle@dot.state.ma.us)>  
**Date:** May 3, 2019 at 1:46:47 PM EDT  
**To:** [REDACTED]  
[REDACTED] [@pol.state.ma.us](mailto:[REDACTED]@pol.state.ma.us)>  
**Subject:** Weekly Stats 5/4/19

Captain,

Weekly stats for week ending 5-4-19:

Arrests: 3

1 Warrant

2 Arrests at Haymarket RMV for fraudulent

documents [REDACTED]  
[REDACTED]

The FIU received 2 new State To State referrals to be investigated.

The FIU received 1 requests from local, state, and federal agencies for RMV documents in regards to on-going investigations.

Facial Recognition stats:

The civilian employee that is responsible for keeping the FR stats is on a day off and has not completed the weekly stats.

Respectfully,

Chris

Sergeant Christopher Boyle  
Massachusetts State Police  
Division of Homeland Security and Preparedness  
Fraud Identification Unit  
10 Park Plaza, 2<sup>nd</sup> Floor  
Boston, MA 02116  
[christopher.p.boyle@dot.state.ma.us](mailto:christopher.p.boyle@dot.state.ma.us)  
cell: 781-738-7286  
<image001.png><image002.jpg>

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#); [Mulcahy, Sheila \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Friday, May 24, 2019 7:02:38 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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**From:** Oracle Business Intelligence  
**Sent:** Friday, May 24, 2019 7:00:58 AM (UTC-05:00) Eastern Time (US & Canada)  
**Subject:** DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Oracle Business Intelligence](#)  
**Subject:** DOT - Active (Open) Req Details  
**Date:** Friday, May 24, 2019 7:02:33 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Nawrocki, Diane \(DOT\)](#)  
**To:** [Foster, Gary S \(MBTA\)](#)  
**Subject:** Fwd: 4D Application Audit Spreadsheet  
**Date:** Thursday, May 23, 2019 5:25:54 PM  
**Attachments:** [Copy of 2019 05 ComptrollerList.xlsx](#)  
[ATT00001.htm](#)

---

I received this info from Costas for the 4D application. See row 9 in the spreadsheet.

Thanks,

Diane

Sent from my iPhone

Begin forwarded message:

**From:** "Manousakis, Costas (DOT)" <[Costas.Manousakis@dot.state.ma.us](mailto:Costas.Manousakis@dot.state.ma.us)>  
**Date:** May 23, 2019 at 5:03:58 PM EDT  
**To:** "Nawrocki, Diane (DOT)" <[Diane.Nawrocki@dot.state.ma.us](mailto:Diane.Nawrocki@dot.state.ma.us)>  
**Subject: Re: 4D Application Audit Spreadsheet**

Hi Diane,

This is the spreadsheet with Row 9 filled in.

Thanks  
Costas

--

Costas Manousakis, P.E.  
Bridge Information Systems  
MassDOT - Highway, Bridge Section  
857-368-9402

---

**From:** "Nawrocki, Diane (DOT)" <[Diane.Nawrocki@dot.state.ma.us](mailto:Diane.Nawrocki@dot.state.ma.us)>  
**Date:** Thursday, May 23, 2019 at 8:59 AM  
**To:** "Manousakis, Costas (DOT)" <[Costas.Manousakis@dot.state.ma.us](mailto:Costas.Manousakis@dot.state.ma.us)>  
**Cc:** "Nawrocki, Diane (DOT)" <[Diane.Nawrocki@dot.state.ma.us](mailto:Diane.Nawrocki@dot.state.ma.us)>  
**Subject:** 4D Application Audit Spreadsheet

Costas,

Could you please fill in Row 9 and send it back to me?

Thanks,

Diane

Diane Nawrocki  
Director Highway IT Applications  
857-368-9780

**From:** [Diane.Nawrocki@dot.state.ma.us](mailto:Diane.Nawrocki@dot.state.ma.us)  
**To:** [Foster, Gary S \(MBTA\)](mailto:Foster, Gary S (MBTA))  
**Subject:** Fwd: 4D Application Audit Spreadsheet  
**Date:** Thursday, May 23, 2019 5:25:51 PM  
**Attachments:** [Copy of 2019 05 ComptrollerList.xlsx](#)  
[ATT00001.htm](#)

---

I received this info from Costas for the 4D application. See row 9 in the spreadsheet.

Thanks,

Diane

Sent from my iPhone

Begin forwarded message:

**From:** "Manousakis, Costas (DOT)" <[Costas.Manousakis@dot.state.ma.us](mailto:Costas.Manousakis@dot.state.ma.us)>  
**Date:** May 23, 2019 at 5:03:58 PM EDT  
**To:** "Nawrocki, Diane (DOT)" <[Diane.Nawrocki@dot.state.ma.us](mailto:Diane.Nawrocki@dot.state.ma.us)>  
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Costas

--

Costas Manousakis, P.E.  
Bridge Information Systems  
MassDOT - Highway, Bridge Section  
857-368-9402

---

**From:** "Nawrocki, Diane (DOT)" <[Diane.Nawrocki@dot.state.ma.us](mailto:Diane.Nawrocki@dot.state.ma.us)>  
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**Cc:** "Nawrocki, Diane (DOT)" <[Diane.Nawrocki@dot.state.ma.us](mailto:Diane.Nawrocki@dot.state.ma.us)>  
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Thanks,

Diane

Diane Nawrocki  
Director Highway IT Applications  
857-368-9780



**From:** [Manousakis, Costas \(DOT\)](#)  
**To:** [Nawrocki, Diane \(DOT\)](#)  
**Subject:** Re: 4D Application Audit Spreadsheet  
**Date:** Thursday, May 23, 2019 5:04:00 PM  
**Attachments:** [Copy of 2019\\_05 ComptrollerList.xlsx](#)

---

Hi Diane,

This is the spreadsheet with Row 9 filled in.

Thanks  
Costas

--

Costas Manousakis, P.E.  
Bridge Information Systems  
MassDOT - Highway, Bridge Section  
857-368-9402

---

**From:** "Nawrocki, Diane (DOT)" <Diane.Nawrocki@dot.state.ma.us>  
**Date:** Thursday, May 23, 2019 at 8:59 AM  
**To:** "Manousakis, Costas (DOT)" <Costas.Manousakis@dot.state.ma.us>  
**Cc:** "Nawrocki, Diane (DOT)" <Diane.Nawrocki@dot.state.ma.us>  
**Subject:** 4D Application Audit Spreadsheet

Costas,

Could you please fill in Row 9 and send it back to me?

Thanks,

Diane

Diane Nawrocki  
Director Highway IT Applications  
857-368-9780

**From:** [Lyons, Timothy \(DOT\)](#)  
**To:** [DOT-DL - IT-Security](#); [NetSec DL](#)  
**Subject:** place for facial recognition regulation, lawmakers say  
**Date:** Thursday, May 23, 2019 12:35:26 PM

---

The leader of the House Oversight and Reform Committee said on Wednesday that Congress is likely to soon introduce legislation to regulate facial recognition technology.

Near the conclusion of a hearing that sought to address the impact that facial recognition technologies can have on the civil liberties and privacy rights of citizens, Rep. Elijah Cummings, a Democrat, said that there is bipartisan consensus on the need for regulation.

...

One thing I can credit [[a Massachusetts bill](#)] for addressing is instead of just saying we're going to look at facial recognition, they talk about biometric surveillance, we're also talking about voice recognition, we're talking about gait analysis, anything that is remote sensing. Do we need to be talking beyond facial analysis technologies? Absolutely, as well," Buolamwini said. ...

<http://bit.ly/2VG7hG4>

Kindest Regards,  
Tim

Timothy M. Lyons, CISSP || Security Architect || MassDOT || Mobile: 978-309-9595 ||  
Timothy.Lyons@dot.state.ma.us

This message contains confidential information and is intended only for the individual(s) named. It may also be privileged or otherwise protected by work product immunity or other legal rules. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. E-mail transmission cannot be guaranteed to be secure or error-free as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain viruses. The sender, therefore, does not accept liability for any errors or omissions in the contents of this message, which arise as a result of e-mail transmission. If verification is required please request a hard-copy version.

**From:** [Goutham, Anu \(DOT\)](#)  
**To:** [Nawrocki, Diane \(DOT\)](#); [Primerano, John \(DOT\)](#)  
**Subject:** RE: Spreadsheet  
**Date:** Thursday, May 23, 2019 2:02:44 PM  
**Attachments:** [Copy of 2019\\_05 ComptrollerList.xlsx](#)

---

Hi John –  
Attached. I have updated for RMV applications.  
Should we send this to Gary?  
Thanks,  
Anu

Anu Goutham  
Director, RMV Applications  
Work 857.368.9890 | Mobile 857.343.0088

---

**From:** Nawrocki, Diane (DOT) <Diane.Nawrocki@dot.state.ma.us>  
**Sent:** Wednesday, May 22, 2019 4:47 PM  
**To:** Goutham, Anu (DOT) <Anu.Goutham@dot.state.ma.us>; Primerano, John (DOT) <John.Primerano@dot.state.ma.us>  
**Subject:** FW: Spreadsheet  
**Importance:** High

Anu and John,

This is the spreadsheet Gary asked us to fill out by Thursday.

Highway is filled out with perhaps a couple of blanks that I will need to fill in later.

Diane

Diane Nawrocki  
Director Highway IT Applications  
857-368-9780

**From:** [Goutham, Anu \(DOT\)](#)  
**To:** [Foster, Gary S \(MBTA\)](#)  
**Cc:** [Nawrocki, Diane \(DOT\)](#); [Primerano, John \(DOT\)](#)  
**Subject:** ComptrollerList  
**Date:** Thursday, May 23, 2019 2:35:25 PM  
**Attachments:** [Copy of 2019 05 ComptrollerList.xlsx](#)

---

Hi Gary –

Updated document attached. We have updated information for both RMV and Highway systems

Thanks,  
Anu

Anu Goutham  
Director, RMV Applications  
Work 857.368.9890 | Mobile 857.343.0088

---

**From:** Nawrocki, Diane (DOT) <[Diane.Nawrocki@dot.state.ma.us](mailto:Diane.Nawrocki@dot.state.ma.us)>  
**Sent:** Wednesday, May 22, 2019 4:47 PM  
**To:** Goutham, Anu (DOT) <[Anu.Goutham@dot.state.ma.us](mailto:Anu.Goutham@dot.state.ma.us)>; Primerano, John (DOT) <[John.Primerano@dot.state.ma.us](mailto:John.Primerano@dot.state.ma.us)>  
**Subject:** FW: Spreadsheet  
**Importance:** High

Anu and John,

This is the spreadsheet Gary asked us to fill out by Thursday.

Highway is filled out with perhaps a couple of blanks that I will need to fill in later.

Diane

Diane Nawrocki  
Director Highway IT Applications  
857-368-9780

**From:** [Rowland, Robert \(DOT\)](#)  
**To:** [Evans, Steve \(DOT\)](#); [Rohanna, Margaret R. \(DOT\)](#)  
**Subject:** FW: CDL Coordinators Meeting - Notes  
**Date:** Thursday, May 23, 2019 10:50:59 AM  
**Attachments:** [2019 CDL Coordinators Meeting Notes - Final \(2019.05.08\).pdf](#)

---

Here are some FMCSA notes from the CDL Coordinator Conference this year in Orlando. Great notes that cover a wide range of topics that were discussed. Let me know if there is any else that you may think be interested.

Thanks,  
Bob Rowland

**From:** [Nawrocki, Diane \(DOT\)](#)  
**To:** [Manousakis, Costas \(DOT\)](#)  
**Cc:** [Nawrocki, Diane \(DOT\)](#)  
**Subject:** 4D Application Audit Spreadsheet  
**Date:** Thursday, May 23, 2019 8:59:18 AM  
**Attachments:** [2019\\_05 ComptrollerList.xlsx](#)

---

Costas,

Could you please fill in Row 9 and send it back to me?

Thanks,

Diane

Diane Nawrocki  
Director Highway IT Applications  
857-368-9780

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#); [Mulcahy, Sheila \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 23, 2019 7:02:18 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

---

---

**From:** Oracle Business Intelligence  
**Sent:** Thursday, May 23, 2019 7:00:57 AM (UTC-05:00) Eastern Time (US & Canada)  
**Subject:** DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Oracle Business Intelligence](#)  
**Subject:** DOT - Active (Open) Req Details  
**Date:** Thursday, May 23, 2019 7:02:16 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

---

Please see attached report for current DOT - Active (Open) Requisition Details



**From:** [Steve LeVine](#)  
**To:** [Goddard, Jacquelyn \(DOT\)](#)  
**Subject:** Axios Future: Trump's China election — Attacking facial recognition — Big faux meat  
**Date:** Wednesday, May 22, 2019 5:36:27 PM

---



[View in browser](#)

PRESENTED BY WALMART

# Axios Future

By Steve LeVine · May 22, 2019

**Have your friends signed up?**

**Any stories we should be chasing?** Hit reply to this email or message me at [steve@axios.com](mailto:steve@axios.com). Kaveh Waddell is at [kaveh@axios.com](mailto:kaveh@axios.com) and Erica Pandey at [erica@axios.com](mailto:erica@axios.com).

Okay, let's start with ...

---

## 1 big thing: For Trump, a China election

Hand putting ballot in a box



Illustration: Sarah Grillo/Axios

Short of a highly improbable climbdown by China, President Trump, confronting a strong re-election challenge from Democrats, is likely to maintain an aggressive public posture toward Beijing at least through the 2020 campaign cycle, experts tell Axios.

- **Standing tall against China** is one of the very few issues with strong bipartisan popularity across the country, which will make Trump hesitant to let it go, especially given the strong economy.

- **For China's Xi Jinping**, too, there is much greater political safety in not caving to Trump.
- **"Whether or not we get** a deal on trade, the U.S.-China relationship is heading towards greater confrontation," says Ian Bremmer, president of the Eurasia Group.

**What's happening:** As we reported Monday, health care appears to be a key bipartisan campaign issue. But for Trump, China could be as much or more important, exemplifying what he sees as his key attribute — strength against the foes he sees everywhere.

- In a piece yesterday, the NYT's Trip Gabriel reported that Trump's China stance is helping him to solidify support among blue-collar workers in Ohio.
- **Ohio Rep. Tim Ryan**, one of the two dozen Democratic candidates for president, told Gabriel that when local people observe Trump's China policy, they see that "at least he's punching somebody in the face, and no one else is."
- **This dynamic — the deeply visceral support for a sharp-edged approach to China — is likely to change the complexion of the election.**

"If anything, I expect Democratic presidential candidates to attack Trump from the hawkish side, as being too accommodating to China by seeking a deal," said Adam Posen, president of the Peterson Institute for International Economics.

**The big picture:** Last August and September, we surveyed economists and other experts on the U.S.-China tension, most of whom said they expect the trade war to last at least a year and perhaps longer (see here and here).

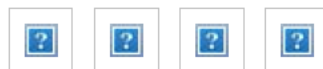
**This week, I asked a half-dozen of them whether their opinion had**

**changed.** Some said that the outcome is not locked in — Trump and Xi could have a breakthrough next month at the G20 summit in Osaka, for instance.

- **But Edward Alden, a trade expert** at the Council on Foreign Relations, said, "If there's no room for face-saving compromise, the trade war could certainly extend to November 2020 and beyond."
- **And Gary Hufbauer, a trade specialist** with the Peterson Institute, said the *best-case* scenario would be that Trump and Xi call a truce through the 2020 election and agree not to escalate further.

**For now, both countries are flexing their muscles,** feeding their mutual political frenzies. On Monday, Xi made a veiled threat to cut off U.S. supplies of rare earth metals, crucial to everything from high-tech devices to military jets, writes Bloomberg's David Fickling.

**The bottom line:** Trump has already signaled that China will be a pillar of his campaign. On the Democratic side, front-runner Joe Biden has so far been the outlier by calling China a paper tiger, says Axios' Alayna Treene. But he has backtracked and criticized Trump mostly for failing to fight the battle alongside traditional U.S. allies, and he may have to retreat further given the politics.



## 2. Facial recognition under fire

Passersby walk under a surveillance camera



Photo: Steffi Loos/Getty

Government use of facial recognition systems came under biting attack on both sides of the country today — in Congress and at one of the largest tech companies in the world, *Kaveh writes*.

**Why it matters:** Momentum is picking up to limit police facial recognition, driven by widespread concerns about the technology's accuracy and fairness. Slowing its rollout would be a serious blow to an emerging field that has so far grown unchecked.

**What's happening:** Critics turned up the heat in Washington state and Washington, D.C.

- **At Amazon's** shareholder meeting in Seattle, investors voted on two proposals to limit the company from selling its facial recognition software to governments.
- **On Capitol Hill**, the House Government Oversight Committee displayed a rare bipartisan drive to consider adopting restrictions for the technology.

**Amazon shareholders** voted down the proposals, as was widely expected. Privacy groups claimed that their appearance on the ballot — despite Amazon's complaints to the Securities and Exchange Commission — shows that investors are concerned with a potential hit from selling an untested tech.

- Matt Cagle, an ACLU staff attorney, told Axios ahead of the Amazon meeting:

*"It is an embarrassment for Amazon's leadership that their failure to address this technology's obvious dangers — to civil rights and the company's reputation — has come to this: a shareholder intervention."*

**But the House hearing** suggested that even if private companies don't act, Congress may. Lawmakers at either extreme of the political spectrum — staunch Trump ally Mark Meadows and progressive superhero Alexandria Ocasio-Cortez — came down on the same side of the question. Meadows, a North Carolina Republican, said:

*"You've now hit the sweet spot that brings progressives and conservatives together. ... I'm here to tell you we're serious about this and let's get together and work on legislation. The time is now before*

*it goes out of control."*

**Background:** It's been a tough couple of weeks for facial recognition. Last week, San Francisco voted to [implement a complete ban](#) on the city's use of facial recognition surveillance.

**What's next:** The same House committee is inviting witnesses from law enforcement to an upcoming second hearing on the same topic, which promises to sound very different.

**Go deeper:** [Uncovering secret government AI](#)



---

### 3. New AI guidelines target governments

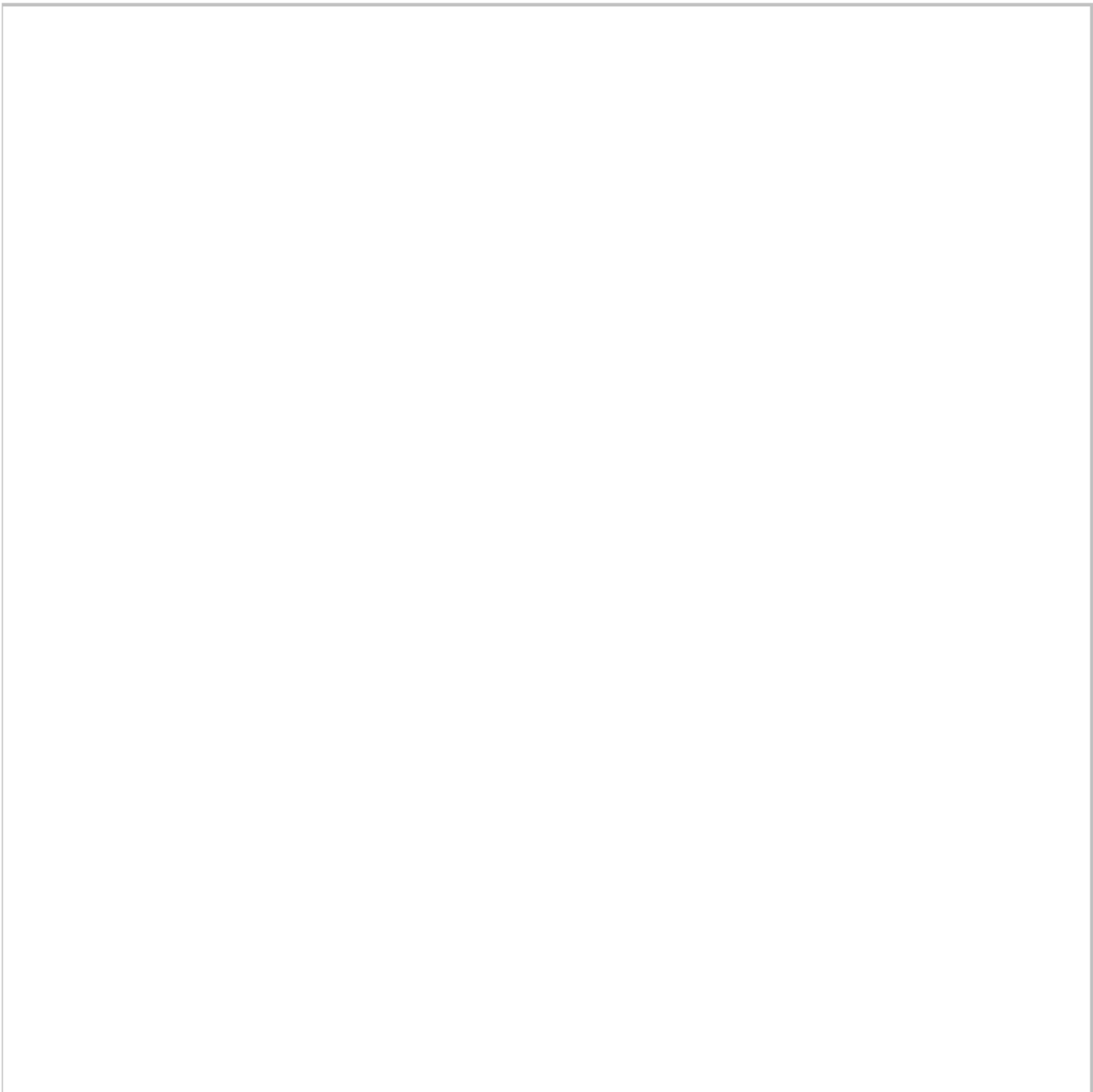


Illustration: Aïda Amer/Axios

Forty-two countries today adopted a new set of international principles for developing AI, the latest in an increasingly crowded field of guidelines for countries and companies racing to implement the technology, *Kaveh writes*.

The 36 countries in the Organization for Economic Cooperation and Development (OECD), plus six more, [signed onto the document](#), which — like other international efforts — emphasizes AI safety, transparency and accountability.



**Our thought bubble:** These general principles are widely agreed upon, but there is no consensus on how to achieve them, either politically or technically.

- OECD is calling the document a "political commitment," enforced by monitoring and peer pressure. Participating governments will have a few years to get up to speed before the pressure kicks in.
- By the end of 2019, its officials say, OECD will organize an "AI policy observatory" that will allow members to trade lessons and tools.

**Context:** The new guidelines are targeted at governments, where an earlier document from the EU went after companies. Expect more international bodies to weigh in, potentially creating a confusing crossfire of recommendations.



---

A MESSAGE FROM WALMART

## How companies are helping employees build better careers



Cutting-edge tech helps associates spend more time doing what they're uniquely qualified for: interacting face-to-face. [Learn how](#) automated assistants are helping Walmart associates work better.

## 4. Worthy of your time



Illustration: Aïda Amer/Axios

**Amazon turns warehouse work into a game** (*Greg Bensinger* — [WP](#))

**The new tech Cold War** (*Ina Fried* — [Axios](#))

**IBM's quantum computer** (*Richard Waters* — [FT](#))

**The kilogram is now a real thing** (*Rhett Allain* — [Wired](#))

**If you are blue collar, skip superstar cities** (*Richard Florida* —



## 5. 1 faux thing: Even bigger fake meat



**In a new report today**, Barclays estimates that faux beef is going to become a very, very large part of global consumption. By 2029, the bank projects, plant-based meat could capture 10% of the \$1.4 trillion global industry, meaning a whopping **\$140 billion in sales**.

As we have reported, faux beef is now available in thousands of U.S. fast food restaurants, including Burger King, White Castle and Carl's Jr.

Says Barclays, "With consumers becoming increasingly aware of the environmental, animal welfare, and health and wellness impacts from the consumption of traditional meat, we believe there is enough evidence indicating that alternative meats are not merely a fad."



---

A MESSAGE FROM WALMART

Walmart provides virtual reality training for every U.S. store



Walmart is using virtual reality to enhance associate training and development nationwide. [Learn how](#) investments in innovative tech are preparing associates for the future of work.

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Axios, 3100 Clarendon Blvd, Suite 1300, Arlington VA 22201

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[Change your preferences or unsubscribe here.](#)

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[Sign up now](#) to get Axios in your inbox.

Follow Axios on social media:



**From:** [Nawrocki, Diane \(DOT\)](mailto:Nawrocki.Diane@dot.state.ma.us)  
**To:** [constantine.manousakis@dot.state.ma.us](mailto:constantine.manousakis@dot.state.ma.us)  
**Cc:** [Nawrocki, Diane \(DOT\)](mailto:Nawrocki.Diane@dot.state.ma.us)  
**Subject:** Fwd: Spreadsheet for Application Audit  
**Date:** Wednesday, May 22, 2019 5:33:37 PM  
**Attachments:** [2019\\_05 ComptrollerList.xlsx](#)  
[ATT00001.htm](#)

---

Costas,

I left you a voicemail on this request as well.

Gary Foster has been asked to fill in the attached spreadsheet for specific applications within MassDOT.

I am asking you to send me the information on 4D. The pertinent information is the following:

does the application hold or store PII data (personally identifiable data), how many users actually use the application, are these users internal to MASSDOT, are there external users who use the application. What is the name of the vendor company that we bought the application from.

See the attachment below if you have any questions or call me at 617-233-8044.

Thanks,  
Diane Nawrocki

Sent from my iPhone

Begin forwarded message:

**From:** "Sugerman, Carol (DOT)" <[Carol.Sugerman@dot.state.ma.us](mailto:Carol.Sugerman@dot.state.ma.us)>  
**Date:** May 22, 2019 at 3:55:21 PM EDT  
**To:** "Nawrocki, Diane (DOT)" <[Diane.Nawrocki@dot.state.ma.us](mailto:Diane.Nawrocki@dot.state.ma.us)>  
**Subject:** Spreadsheet

Here it is....

*Carol M. Sugerman*  
*Highway Applications Development Manager*  
*Massachusetts Department of Transportation, Information Technology*  
[Carol.Sugerman@state.ma.us](mailto:Carol.Sugerman@state.ma.us)  
(857) 368-9850 (Desk)  
(617) 861-7779 (Cell)



**From:** [Diane.Nawrocki@dot.state.ma.us](mailto:Diane.Nawrocki@dot.state.ma.us)  
**To:** [constantine.manousakis@dot.state.ma.us](mailto:constantine.manousakis@dot.state.ma.us)  
**Cc:** [Nawrocki, Diane \(DOT\)](#)  
**Subject:** Fwd: Spreadsheet for Application Audit  
**Date:** Wednesday, May 22, 2019 5:33:36 PM  
**Attachments:** [2019\\_05 ComptrollerList.xlsx](#)  
[ATT00001.htm](#)

---

Costas,

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Thanks,  
Diane Nawrocki

Sent from my iPhone

Begin forwarded message:

**From:** "Sugerman, Carol (DOT)" <[Carol.Sugerman@dot.state.ma.us](mailto:Carol.Sugerman@dot.state.ma.us)>  
**Date:** May 22, 2019 at 3:55:21 PM EDT  
**To:** "Nawrocki, Diane (DOT)" <[Diane.Nawrocki@dot.state.ma.us](mailto:Diane.Nawrocki@dot.state.ma.us)>  
**Subject:** Spreadsheet

Here it is....

*Carol M. Sugerman*  
*Highway Applications Development Manager*  
*Massachusetts Department of Transportation, Information Technology*  
[Carol.Sugerman@state.ma.us](mailto:Carol.Sugerman@state.ma.us)  
(857) 368-9850 (Desk)  
(617) 861-7779 (Cell)

**From:** [Nawrocki, Diane \(DOT\)](#)  
**To:** [Goutham, Anu \(DOT\)](#); [Primerano, John \(DOT\) \(John.Primerano@dot.state.ma.us\)](#)  
**Subject:** FW: Spreadsheet  
**Date:** Wednesday, May 22, 2019 4:46:00 PM  
**Attachments:** [2019.05.ComptrollerList.xlsx](#)

---

Anu and John,

This is the spreadsheet Gary asked us to fill out by Thursday.

Highway is filled out with perhaps a couple of blanks that I will need to fill in later.

Diane

Diane Nawrocki  
Director Highway IT Applications  
857-368-9780

**From:** [Sugerman, Carol \(DOT\)](#)  
**To:** [Nawrocki, Diane \(DOT\)](#)  
**Subject:** Spreadsheet  
**Date:** Wednesday, May 22, 2019 3:55:23 PM  
**Attachments:** [2019.05.ComptrollerList.xlsx](#)

---

Here it is....

*Carol M. Sugerman*  
*Highway Applications Development Manager*  
*Massachusetts Department of Transportation, Information Technology*  
[Carol.Sugerman@state.ma.us](mailto:Carol.Sugerman@state.ma.us)  
*(857) 368-9850 (Desk)*  
*(617) 861-7779 (Cell)*

**From:** [Smirnov, Vladimir \(DOT\)](#)  
**To:** [Lavoie, Sara \(DOT\)](#)  
**Subject:** SQR 7613 has been assigned to you to manage (Running the Morpho Credential Manufacture Job as deferred has created some duplicate Facial Recognition cases in Issuance 360)  
**Date:** Wednesday, May 22, 2019 3:45:22 PM

---

## **SQR 7613: Running the Morpho Credential Manufacture Job as deferred has created some duplicate Facial Recognition cases in Issuance 360**

Needs Prioritization Production Support Change SQR for Driver Issuance raised from MA RMV Production by Vladimir Smirnov on Apr 30, 2019, Contact Person MR.sevans.

PS - Verify in MRP and assigned to MR.lavoies.

---

### **Logs**

#### **Created by MR.Vladimir Smirnov on Apr 30, 2019 12:14:20 PM**

Running the Morpho Credential Manufacture Job as deferred has created some duplicate Facial Recognition cases in Issuance 360

#### **Comment by MR.Vladimir Smirnov on Apr 30, 2019 12:15:09 PM**

The proposed solution would be to move the Non-Production Job to the Nightly Job Stream.

#### **Email sent to Sara Lavoie <sara.lavoie@state.ma.us> by MR.smirnovv on Apr 30, 2019 12:17:46 PM**

To: sara.lavoie@state.ma.us

SQR 7613: Email (Running the Morpho Credential Manufacture Job as deferred has created some duplicate Facial Recognition cases in Issuance 360)

Hey Sara,

I have created this new SQR to track the approval request and migration process.

Thanks,  
Vlad

#### **Status changed from PS - Submitted to PS - Prioritize by MR.Vladimir Smirnov on May 01, 2019 12:53:52 PM**

#### **Status changed from PS - Prioritize to PS - Assigned by MR.Vladimir Smirnov on May 01, 2019 12:53:56 PM**

#### **Status changed from PS - Assigned to PS - In Progress by MR.Vladimir Smirnov on May**

**01, 2019 12:53:59 PM**

**Status changed from PS - In Progress to PS - Test in MRT by MR.Vladimir Smirnov on May 01, 2019 12:54:20 PM**

**Status changed from PS - Test in MRT to PS - Migrate to MRS by MR.Vladimir Smirnov on May 01, 2019 12:54:23 PM**

**Status changed from PS - Migrate to MRS to PS - Test in MRS by MR.Vladimir Smirnov on May 01, 2019 12:54:27 PM**

**Comment by MR.Vladimir Smirnov on May 01, 2019 12:58:50 PM**

The Test Procedure:

-Send 5 Credential Manufacture Interfaces

-Wait about an hour

-Send 5 Non-Production Interfaces

-Access Issuance 360 and verify that all 10 records have made it into UAT successfully

**Comment by MR.Vladimir Smirnov on May 01, 2019 3:24:48 PM**

Verified that all of the records have made it into Issuance 360 UAT successfully. Also was able to verify that the Non-Production Interfaces (that were duplicates) were rejected when the Credential Manufacture Interfaces were sent.

**Status changed from PS - Test in MRS to PS - Migrate to MRP by MR.Vladimir Smirnov on May 01, 2019 3:24:56 PM**

**Status changed from PS - Migrate to MRP to PS - Verify in MRP by MR.Vladimir Smirnov on May 22, 2019 3:45:12 PM**

**Assigned to MR.Sara Lavoie by MR.Vladimir Smirnov on May 22, 2019 3:45:12 PM**

Hey Sara,

Sorry I forgot to assign this one out.

Can you confirm that the duplicate FR case issue has been resolved after this fix moved to production? If so, can you close the SQR?

Thanks,  
Vlad

**Manager changed to MR.Sara Lavoie by MR.Vladimir Smirnov on May 22, 2019 3:45:18 PM**

**From:** [Smirnov, Vladimir \(DOT\)](#)  
**To:** [Lavoie, Sara \(DOT\)](#)  
**Subject:** SQR 7613 has been assigned to you (Running the Morpho Credential Manufacture Job as deferred has created some duplicate Facial Recognition cases in Issuance 360)  
**Date:** Wednesday, May 22, 2019 3:45:22 PM

---

Hey Sara,

Sorry I forgot to assign this one out.

Can you confirm that the duplicate FR case issue has been resolved after this fix moved to production? If so, can you close the SQR?

Thanks,  
Vlad

---

## **SQR 7613: Running the Morpho Credential Manufacture Job as deferred has created some duplicate Facial Recognition cases in Issuance 360**

Needs Prioritization Production Support Change SQR for Driver Issuance raised from MA RMV Production by Vladimir Smirnov on Apr 30, 2019, Contact Person MR.sevans.

PS - Verify in MRP and assigned to MR.lavoies.

---

## **Logs**

**Created by MR.Vladimir Smirnov on Apr 30, 2019 12:14:20 PM**

Running the Morpho Credential Manufacture Job as deferred has created some duplicate Facial Recognition cases in Issuance 360

**Comment by MR.Vladimir Smirnov on Apr 30, 2019 12:15:09 PM**

The proposed solution would be to move the Non-Production Job to the Nightly Job Stream.

**Email sent to Sara Lavoie <sara.lavoie@state.ma.us> by MR.smirnovv on Apr 30, 2019 12:17:46 PM**

To: sara.lavoie@state.ma.us

SQR 7613: Email (Running the Morpho Credential Manufacture Job as deferred has created some duplicate Facial Recognition cases in Issuance 360)

Hey Sara,

I have created this new SQR to track the approval request and migration process.

Thanks,  
Vlad

**Status changed from PS - Submitted to PS - Prioritize by MR.Vladimir Smirnov on May 01, 2019 12:53:52 PM**

**Status changed from PS - Prioritize to PS - Assigned by MR.Vladimir Smirnov on May 01, 2019 12:53:56 PM**

**Status changed from PS - Assigned to PS - In Progress by MR.Vladimir Smirnov on May 01, 2019 12:53:59 PM**

**Status changed from PS - In Progress to PS - Test in MRT by MR.Vladimir Smirnov on May 01, 2019 12:54:20 PM**

**Status changed from PS - Test in MRT to PS - Migrate to MRS by MR.Vladimir Smirnov on May 01, 2019 12:54:23 PM**

**Status changed from PS - Migrate to MRS to PS - Test in MRS by MR.Vladimir Smirnov on May 01, 2019 12:54:27 PM**

**Comment by MR.Vladimir Smirnov on May 01, 2019 12:58:50 PM**

The Test Procedure:

- Send 5 Credential Manufacture Interfaces
- Wait about an hour
- Send 5 Non-Production Interfaces
- Access Issuance 360 and verify that all 10 records have made it into UAT successfully

**Comment by MR.Vladimir Smirnov on May 01, 2019 3:24:48 PM**

Verified that all of the records have made it into Issuance 360 UAT successfully. Also was able to verify that the Non-Production Interfaces (that were duplicates) were rejected when the Credential Manufacture Interfaces were sent.

**Status changed from PS - Test in MRS to PS - Migrate to MRP by MR.Vladimir Smirnov on May 01, 2019 3:24:56 PM**

**Status changed from PS - Migrate to MRP to PS - Verify in MRP by MR.Vladimir Smirnov on May 22, 2019 3:45:12 PM**

**Assigned to MR.Sara Lavoie by MR.Vladimir Smirnov on May 22, 2019 3:45:12 PM**

Hey Sara,

Sorry I forgot to assign this one out.

Can you confirm that the duplicate FR case issue has been resolved after this fix moved to production? If so, can you close the SQR?

Thanks,  
Vlad



**From:** [Chris Mack](#)  
**To:** [Ferringo, William \(DOT\)](#)  
**Subject:** Re: Kogniz at ISC West - Chris Mack  
**Date:** Wednesday, May 22, 2019 1:29:07 PM  
**Attachments:** [image002.png](#)

---

Hi Will,

Just checking back in. I'm planning a trip up to Boston soon. I wanted to see if there was an opportunity to meet and show you our Facial Recognition software. We really have some game changing technology here that our competition just cannot touch.

How does your schedule look over the next couple of weeks? It would be great to get together again!

Chris Mack, CPP  
Kogniz, Inc  
201-913-8291

---

**From:** Chris Mack <chris@kogniz.com>  
**Date:** Monday, April 1, 2019 at 7:31 PM  
**To:** Will Ferringo <william.ferringo@dot.state.ma.us>  
**Subject:** Kogniz at ISC West - Chris Mack

Will,

It's been a while since we last spoke. I recently accepted the VP of Sales position at KOGNIZ. We are a Facial Recognition software company based out of San Francisco with R&D based out of Montreal. I know there are a lot choices out there for Facial Recognition but here's what makes us different:

- We are completely EDGE based, we use AWS for Cloud and we sell our solution as a SaaS.
- We do not need any back end servers for processing or storing metadata.
- We have a robust browser based GUI that works on any browser.
- We do not have any Client Licensing.
- Free Mobile App
- We work with new and existing IP cameras using a standard RTSP stream.
- Ability to use a cell phone for Mobile Facial Rec
- Our Edge appliance is a Commercial off the Shelf product made by NVIDIA
- We have a single part number for our software which includes:
  - Facial Recognition
  - Body Recognition

- Object Detection
- People Counting
- Loitering
- Restricted Area
- Intrusion
- Reporting
- Notifications

I would like to invite you over to our booth at ISC West for a demo. We have a beautiful 10x20 booth with 2 demo stations. We are in the Connected Home section, Booth# 33090. Can I schedule a time for you to come by for a demo?

If you're not going to ISC West please let me know when you're available for me to come by your office.

Looking forward to hearing back from you soon!

Chris Mack, CPP  
Vice President of Sales  
Kogniz, Inc.  
201-913-8291  
[chris@kogniz.com](mailto:chris@kogniz.com)  
[www.kogniz.com](http://www.kogniz.com)

kogniz<sup>+</sup>

signature\_890970560



**From:** [Mary Schneller](#)  
**To:** [McDonald, Michael \(DOT\)](#)  
**Subject:** Fw: Pelosi: Trump is engaged in a coverup  
**Date:** Wednesday, May 22, 2019 11:57:26 AM

---

Hi, Mike,

I think I've mentioned this column to you before. I'm not sure if you're a Globe reader, but this writer is one of my favorites. I highlighted the parts that made me laugh! You'll need to scroll pretty far down. Hope you enjoy.

Mary

Mary Schneller maryes922@yahoo.com 978-399-0333 home 978-621-9055 cell

----- Forwarded Message -----

**From:** Fast Forward <newsletters@email.bostonglobe.com>  
**To:** "maryes922@yahoo.com" <maryes922@yahoo.com>  
**Sent:** Wednesday, May 22, 2019, 11:26:16 AM EDT  
**Subject:** Pelosi: Trump is engaged in a coverup

[View web version](#)

Wednesday, May 22 | [Follow Teresa Hanafin on Twitter](#)

## **Pelosi: Trump is engaged in a coverup**

**By Teresa Hanafin, Globe Staff**

*Good morning! It's Wednesday, May 22, the 142nd day of the year. There are 257 days until the Iowa caucuses. Sunrise in Boston was at 5:16 a.m.; sunset will be at 8:05 p.m., for 14 hours and 49 minutes of sunlight. The waning moon is 82 percent full.*

*The Old Farmer's Almanac raises an interesting question: Many people say a tornado sounds like a freight train. But what did they*

*say before trains were invented? Apparently in the old days, people compared the noise of a tornado to 10 million bees or 1,000 cannons, although I'd like to know when they would have heard either of those things.*

**What's it like outside?** Gorgeous. In Massachusetts, anyway. In the central US, tornadoes continue to [pound several states](#), leading to flooding and destruction in Texas, Oklahoma, Kansas, Missouri, Iowa, Illinois, and Ohio.

**Breaking:** The search warrants the FBI used to raid Trump fixer Michael Cohen's home and office were released on a federal judge's order this morning, and they show that the FBI believed Cohen used shell corporations to hold money he received from foreign governments and foreigners. Still developing.

**Hey, sport:** The **Sox** are still in Toronto for the third of a four-game set (7:07 p.m., NESN and WEEI radio). The Blue Jays [turned the tables](#) on the hapless Sox last night, thrashing them 10-3.

The **Bruins** finally know who they'll play in the Stanley Cup final: [The St. Louis Blues](#). The Bs last faced the Blues for the championship in 1970, when Bobby Orr (No. 4) scored the Bruins' game-winning 4th goal at 40 seconds of the 4th period (OT) in the 4th game of the series, creating the iconic [Flying Bobby photo](#) when he was tripped by Blues defenseman Noel Picard, who wore - - wait for it -- No. 4. Freaky, huh?

The series starts at the Garden Monday night.

The Boston Globe



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**Trump meets with Nancy and Chuck** again today to talk infrastructure, but [he's already backtracking](#) from his claim that he'll do a \$2 trillion deal with the Dems, who want to not just fix our crumbling roads and bridges, but also upgrade veterans' hospitals, extend broadband access everywhere, and more.

But as is his wont, Trump's already trying to **set up the Democrats** as the fall guys if the deal doesn't work out. The agreement that came out of their April meeting was that Trump would come up with the funding sources. Naturally, he hasn't. He's already complaining that the Democrats don't have specific proposals (they do), he's scaling back his ambitions, and he's insisting that the Democrats approve his Canada-Mexico trade agreement before tackling infrastructure. In other words, look for yet another failed negotiation on his part.

**Meanwhile, Pelosi accused Trump of engaging in a coverup.** In an effort to mollify House Democrats who are increasingly calling

for impeachment proceedings to begin, Pelosi held a special meeting of her members this morning to review all of the Dems' oversight efforts and investigations.

The heads of the six committees investigating Trump provided updates on their probes and highlighted recent victories, including the Justice Department's decision this morning to hand over [some counterintelligence documents](#) to the House Intelligence Committee to try to avoid a contempt citation against AG **William Barr**. Whether this review will tamp down the young and the restless remains to be seen.

After the meeting, Pelosi said members shared their ideas "respectfully." "We believe it's important to follow the facts, we believe no one is above the law, including the president of the United States, and we believe the president of the United States is engaged in a coverup." Now she's on her way to a face-to-face meeting with Trump over infrastructure. Awkward.

**When Trump visits London next month**, he's going to stop in Ireland. Not for an official visit, but for the sole purpose of playing golf and shamelessly promoting his resort in Doonbeg in County Clare on the west coast.

When some bright light in the White House realized how bad it looks for a president, for the first time, to make a foreign visit at taxpayer expense for the sole purpose of **playing golf**, they begged the Irish prime minister to travel across the country to meet Trump at the resort. He refused. But after some negotiation, the White House announced late yesterday that the PM, **Leo Varadkar**, would meet with Trump in Shannon, near where Air Force One is likely to land.

The whole mess prompted the Huffington Post to take another look



at Trump's astounding golf addiction; [in a story today](#), the site found that he has golfed more than twice as much as **Barack Obama** had by this point in his presidency. Plus Obama's golf outings were far, far, cheaper, since he mainly went to military bases within driving distance of D.C. Trump, on the other hand, has had no problem billing taxpayers a cool \$102 million -- at a minimum -- in extra travel and security expenses for visits to his own resorts. Here's the breakdown:

- \$81 million for Trump's two dozen trips to Florida
- \$17 million for his 15 trips to New Jersey
- \$1 million so he could visit his resort in Los Angeles
- \$3 million for his two days in Scotland last summer, including \$1.3 million just for rental cars for the massive entourage that accompanies a president abroad

So should Americans be outraged that Trump is using the presidency to promote the Trump Organization rather than the interests of the American people, or should they be grateful that the more time he spends golfing, the less time he has to screw up something?

**Treasury Secretary Steven Mnuchin was back** before the House Financial Services Committee this morning, and is facing questions about a [leaked confidential IRS legal memo](#) that says the IRS **must give the president's tax returns to Congress** unless he asserts executive privilege. That contradicts the falsehood that Mnuchin has been peddling, which is that Congress needs a legislative purpose to get the returns.

**In Massachusetts, the state gambling commission** is meeting this morning to discuss the pending opening of Wynn's **Encore casino** in Everett next month. MGM, which had been talking to Wynn about buying the resort, [backed off](#) when the talks became

public. Residents and politicians of both Everett and Springfield, where MGM recently opened a casino, weren't happy about the possible sale.

**Who are you?** Some Amazon shareholders aren't happy that the retailing behemoth is selling facial recognition technology to police departments. So at the company's annual general meeting today, [shareholders are voting on two measures](#): One would block Amazon from such sales; the other would set up a commission to conduct an independent study into whether the technology violates people's civil rights. The votes are **nonbinding**, however, and the fact that Amazon officials tried to stop the votes from happening shows they'll likely ignore them.

**In Dallas**, police are hunting for what could be a serial killer of [transgender women](#). Two have been killed and a third assaulted in the past seven months.

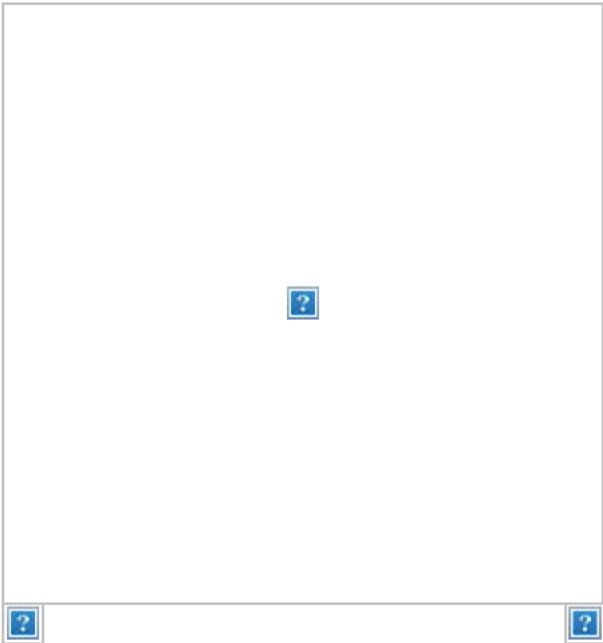
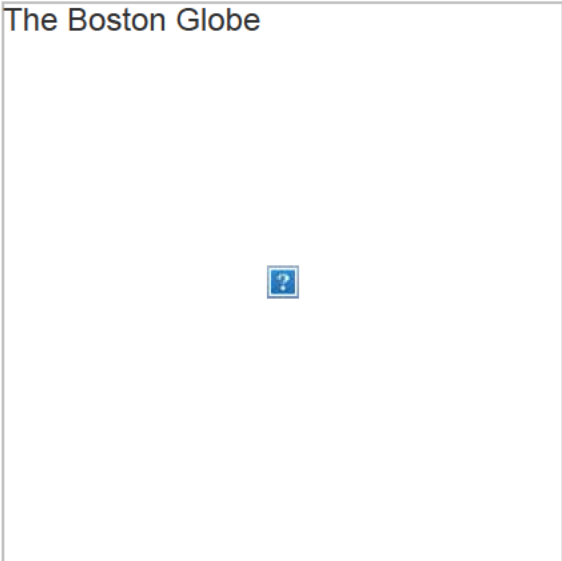
**Did you see where the late Aretha Franklin** apparently left behind [three wills](#)? And one was found in a spiral notebook under couch cushions. A probate court in Michigan will sort things out while her family says a little prayer.

**Finally, Sir Arthur Conan Doyle** was born 160 years ago today, and he subsequently gave birth to the most famous fictional detective in history: **Sherlock Holmes**. Doyle, a Scot, reportedly based Holmes' character on **Dr. Joseph Bell** of the University of Edinburgh, where Doyle studied medicine. Bell, a professor, was known for having extraordinary deductive reasoning power.

---

Thanks for reading. I would worry that facial recognition would mix me up with Penelope Cruz and I'd be warding off autograph-seekers all day. Send comments and suggestions to [teresa.hanafin@globe.com](mailto:teresa.hanafin@globe.com), or follow me on Twitter [@BostonTeresa](https://twitter.com/BostonTeresa). See you tomorrow.

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**From:** [Podluzny, Slava \(DOT\)](#)  
**To:** [Ruddy, Joanne M. \(DOT\)](#)  
**Subject:** RE: careful  
**Date:** Wednesday, May 22, 2019 11:53:53 AM

---

<https://www.nytimes.com/2019/05/14/us/facial-recognition-ban-san-francisco.html>

---

**From:** Ruddy, Joanne M. (DOT)  
**Sent:** Wednesday, May 22, 2019 11:44 AM  
**To:** Podluzny, Slava (DOT) <Slava.Podluzny@dot.state.ma.us>  
**Subject:** careful

<https://www.universalhub.com/2019/judge-rules-you-can-secretly-record-police-public>

---

**From:** Podluzny, Slava (DOT)  
**Sent:** Tuesday, May 21, 2019 8:01 AM  
**To:** Ruddy, Joanne M. (DOT) <[Joanne.Ruddy@dot.state.ma.us](mailto:Joanne.Ruddy@dot.state.ma.us)>  
**Subject:** .

<https://www.dictionary.com/e/how-should-we-use-the-word-fat/?param=HP>

---

Slava Podluzny

MassDOT Highway Division  
Construction Contracts  
Ten Park Plaza  
Boston MA 02116  
Telephone: (857) 368-9517  
Fax: (857) 368-0630

**From:** [Nawrocki, Diane \(DOT\)](#)  
**To:** [Mercier, Andrea \(DOT\)](#)  
**Subject:** FW: Fill in and forward.  
**Date:** Wednesday, May 22, 2019 9:07:00 AM  
**Attachments:** [ComptrollerList.xlsx](#)

---

Andrea,

I don't know if you're involved in this audit. Can you assist with definitions of the columns that we need to fill out for each application and what is expected for values for each column. Call me if you have questions.

Thanks

Diane Nawrocki  
Director Highway IT Applications  
857-368-9780

---

**From:** Foster, Gary S (MBTA) <[gfooster@mbta.com](mailto:gfooster@mbta.com)>  
**Sent:** Wednesday, May 22, 2019 8:06 AM  
**To:** Nawrocki, Diane (DOT) <[Diane.Nawrocki@dot.state.ma.us](mailto:Diane.Nawrocki@dot.state.ma.us)>  
**Subject:** Fill in and forward.

Diane,

Please open the attached and fill in columns on apps. Then forward to Anu.

She can forward to John P and anyone else.

Kindest regards,

Gary  
617-512-4514

---

**From:** Richard, Hunter (Guidehouse) <[Hunter.Richard@dot.state.ma.us](mailto:Hunter.Richard@dot.state.ma.us)>  
**Sent:** Tuesday, May 21, 2019 3:30 PM  
**To:** Foster, Gary <[GFoster@MBTA.com](mailto:GFoster@MBTA.com)>; Tramonte, David (Guidehouse) <[david.tramonte@state.ma.us](mailto:david.tramonte@state.ma.us)>  
**Subject:** Re: Request

Hi Gary,

Please see the attached list and let me know if this is useful. I combined the three app categories (internal, external, and hybrid) from the BIA and then cut out apps that were very small or had limited information. In addition, the internal/external columns were unclear if the

comptroller is asking for internal/external users or internal/external ownership. I included both so we can delete one of them.

I'll be at my desk through the afternoon if you want to review/revise.

Best,  
Hunter

---

**From:** Foster, Gary <[GFoster@MBTA.com](mailto:GFoster@MBTA.com)>  
**Sent:** Tuesday, May 21, 2019 9:30:19 AM  
**To:** Richard, Hunter (Guidehouse)  
**Subject:** Request

Can you or Dave cut the files you have and get me a report with System Name, Description, Does it contain Sensitive Data Y/N, No of users, Vendor, if appl, from your DR app list?

Kindest regards,

Gary S. Foster || Chief Information Officer || MassDOT || 617-222-1905 || [gfooster@mbta.com](mailto:gfooster@mbta.com)

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**From:** [Skillman, Heather \(ATLAS\)](#)  
**To:** [Martin, Zack \(DOT\)](#)  
**Subject:** Interface Testing Deliverable info  
**Date:** Wednesday, May 22, 2019 8:59:13 AM  
**Attachments:** [Interface Testing Section R2 Deliverables.docx](#)

---

Hi Zack,

Can you scan through this in the next day or so and make sure the information is accurate? I highlighted some things I think we should update, but if you notice anything else please let me know.

Thanks!

[Heather Skillman](#)  
FAST Enterprises, LLC  
ATLAS Project



**From:** [Foster, Gary S. \(MBTA\)](#)  
**To:** [Nawrocki, Diane \(DOT\)](#)  
**Subject:** Fill in and forward.  
**Date:** Wednesday, May 22, 2019 8:07:53 AM  
**Attachments:** [ComptrollerList.xlsx](#)

---

Diane,

Please open the attached and fill in columns on apps. Then forward to Anu.

She can forward to John P and anyone else.

Kindest regards,

Gary  
617-512-4514

---

**From:** Richard, Hunter (Guidehouse) <Hunter.Richard@dot.state.ma.us>  
**Sent:** Tuesday, May 21, 2019 3:30 PM  
**To:** Foster, Gary <GFoster@MBTA.com>; Tramonte, David (Guidehouse) <david.tramonte@state.ma.us>  
**Subject:** Re: Request

Hi Gary,

Please see the attached list and let me know if this is useful. I combined the three app categories (internal, external, and hybrid) from the BIA and then cut out apps that were very small or had limited information. In addition, the internal/external columns were unclear if the comptroller is asking for internal/external users or internal/external ownership. I included both so we can delete one of them.

I'll be at my desk through the afternoon if you want to review/revise.

Best,  
Hunter

---

**From:** Foster, Gary <[GFoster@MBTA.com](mailto:GFoster@MBTA.com)>  
**Sent:** Tuesday, May 21, 2019 9:30:19 AM  
**To:** Richard, Hunter (Guidehouse)  
**Subject:** Request

Can you or Dave cut the files you have and get me a report with System Name, Description, Does it

contain Sensitive Data Y/N, No of users, Vendor, if appl, from your DR app list?

Kindest regards,

Gary S. Foster || Chief Information Officer || MassDOT || 617-222-1905 || [gfooster@mbta.com](mailto:gfooster@mbta.com)

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**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#); [Mulcahy, Sheila \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Wednesday, May 22, 2019 7:02:27 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

---

---

**From:** Oracle Business Intelligence  
**Sent:** Wednesday, May 22, 2019 7:00:49 AM (UTC-05:00) Eastern Time (US & Canada)  
**Subject:** DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Oracle Business Intelligence](#)  
**Subject:** DOT - Active (Open) Req Details  
**Date:** Wednesday, May 22, 2019 7:02:22 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

---

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Range, Scott \(POL\)](#)  
**To:** [Boyle, Christopher \(POL\)](#)  
**Subject:** FW: What's missing? Impostor status - Today's Boston Herald-Police seek kidnapping and rape suspect, add to Most Wanted list  
**Date:** Tuesday, May 21, 2019 6:18:20 PM

---

**From:** Scott, James [mailto:JScott@sauguspd.com]  
**Sent:** Tuesday, May 21, 2019 9:32 AM  
**Subject:** What's missing? Impostor status - Today's Boston Herald-Police seek kidnapping and rape suspect, add to Most Wanted list

<https://www.bostonherald.com/2019/05/20/police-seek-kidnapping-and-rape-suspect-add-to-most-wanted-list/>

Hi Team, heads up out there on another dangerous Impostor on the run. I have not had a chance to look at him but I see all the classic signs and the trail of mistakes that have been made that have only enabled this criminal for years;

1. Most likely allowed to walk out of the Mass RMV after attempting to obtain a fraudulent Mass License (Felony) using a real stolen identity from a identity theft victim from Puerto Rico. Will have "Comp Fraud" status.

2. Has been stopped and or arrested, booked and printed and walked in and out of court on a number of times under a stolen identity and all the time he was not who he said he was.

3. The failure of numerous State and Federal agencies to acknowledge and act on any number of ways to identify this massive identity theft across the country. "SuperList"

4. Note his ability to obtain valid licenses in multiple States using these multiple stolen identities. A nation wide facial recognition program would stop this. You can still get on a plane with these licenses till Oct 2020. Also a nation wide license data base would stop the use of the same identity being used in multiple States. One license only for one real identity. The program is called "State to State" and needs to be immediately implemented. One nation wide Deck of Cards and only one Ace of Spades,

Three of Diamonds, etc. For those of you who attended the Impostor Conference you should recognize this concept.

Off. James Scott, Saugus MA PD, Ret-SMSgt, Security Forces, USAFR  
Identity Theft Expert/Instructor of the Universal Identity Theft Recognition Program called "Identifying the Impostor".

**From:** [Riley, Judith \(DOT\)](#)  
**To:** [Riley, Judith \(DOT\)](#)  
**Subject:** MassDOT EOD  
**Date:** Tuesday, May 21, 2019 6:09:05 PM

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## **RED LINE TRAIN DERAILMENT**

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**From:** [Kunen, David](#)  
**To:** [Lavoie, Sara \(DOT\)](#)  
**Subject:** Open FR Items with IDEMIA  
**Date:** Tuesday, May 21, 2019 5:52:40 PM  
**Attachments:** [01.17.19 Issuance 360 FR Priority of Fixes IDEMIA Status IDEMIA Update.docx](#)

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Sara,

Could we possibly meet before breakfast tomorrow to discuss the list of open issues you and Kerry Kendall developed (see attached file)? I'd like to know which ones have been resolved, then I can check with Kevin O'Leary to see which ones are going to require the upgrade to v2. Then we would be down to a short list of others to figure out what to do with.

I can arrive any time tomorrow that is convenient for you.

Thank you,

David

**David KUNEN**  
General Manager, Northeast Region  
Civil and Digital Identity  
Idemia Identity & Security, N.A.

P. +1 (978) 215 2623  
M. +1 (774) 244 7547  
E. [david.kunen@us.idemia.com](mailto:david.kunen@us.idemia.com)

296 Concord Road, Suite 300  
Billerica, MA 01821



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[www.idemia.com](http://www.idemia.com)

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This message is only for the use of the intended recipient and may contain information that is CONFIDENTIAL and PROPRIETARY to IDEMIA. If you are not the intended recipient, please erase all copies of the message and its attachments and notify the sender immediately.

**From:** [Goddard, Jacquelyn \(DOT\)](#)  
**To:** [Riley, Judith \(DOT\)](#)  
**Subject:** Re: MassDOT EOD  
**Date:** Tuesday, May 21, 2019 5:41:44 PM

---

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Thanks.

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**Subject:** Re: MassDOT EOD  
**Date:** Tuesday, May 21, 2019 5:41:43 PM

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**From:** [Riley, Judith \(DOT\)](#)  
**To:** [Deveney, Erin \(DOT\)](#); [Lavoie, Sara \(DOT\)](#)  
**Cc:** [Goddard, Jacquelyn \(DOT\)](#); [Palladino, Edward \(DOT\)](#)  
**Subject:** 7 News Question  
**Date:** Tuesday, May 21, 2019 5:40:35 PM

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Hi Registrar and Sara,

Please see Mary's additional questions below. I found a previously issued response that may help with this request. I am happy to ask Mary to submit a FOIA request for a copy of the contract, if we can provide it.

**Request:**

"How does the system work? Do police call the RMV and RMV operates the facial recognition system? Do they have to have a reason or submit a request form to the RMV? Can you also please send me a copy of the contract with Idemia?"

**Draft response:**

Law enforcement in the course of performing official business is able to view the RMV's digitized images through a web service that is maintained by the Executive Office of Public Safety and Security, Department of Criminal Justice Information Systems (EOPSS/DCJIS).

Thanks,

Judi

---

**From:** Mary Schwager <mschwager@whdh.com>  
**Sent:** Tuesday, May 21, 2019 5:32 PM  
**To:** Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>  
**Cc:** Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>; Palladino, Edward (DOT) <Edward.Palladino@dot.state.ma.us>  
**Subject:** RE: 7 News Question

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**From:** Riley, Judith Reardon (DOT) [<mailto:judith.reardon.riley@state.ma.us>]

**Sent:** Tuesday, May 21, 2019 4:19 PM

**To:** Mary Schwager <[mschwager@whdh.com](mailto:mschwager@whdh.com)>

**Cc:** Goddard, Jacquelyn (DOT) <[jacquelyn.goddard@state.ma.us](mailto:jacquelyn.goddard@state.ma.us)>; Palladino, Edward (DOT) <[edward.palladino@state.ma.us](mailto:edward.palladino@state.ma.us)>

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Judi

**From:** Mary Schwager <[mschwager@whdh.com](mailto:mschwager@whdh.com)>

**Date:** May 21, 2019 at 3:29:06 PM EDT

**To:** "Riley, Judith Reardon (DOT)" <[judithreardon.riley@dot.state.ma.us](mailto:judithreardon.riley@dot.state.ma.us)>

**Cc:** "Goddard, Jacquelyn (DOT)" <[jacquelyn.goddard@dot.state.ma.us](mailto:jacquelyn.goddard@dot.state.ma.us)>, "Palladino, Edward (DOT)" <[edward.palladino@dot.state.ma.us](mailto:edward.palladino@dot.state.ma.us)>

**Subject: RE: 7 News Question**

Hey Judi,

Thank you.

What company makes the software?

Do police use it as well?

Best,

Mary

---

**From:** Riley, Judith Reardon (DOT) [<mailto:judith.reardon.riley@state.ma.us>]

**Sent:** Tuesday, May 21, 2019 3:25 PM

**To:** Mary Schwager <[mschwager@whdh.com](mailto:mschwager@whdh.com)>

**Cc:** Goddard, Jacquelyn (DOT) <[jacquelyn.goddard@state.ma.us](mailto:jacquelyn.goddard@state.ma.us)>; Palladino, Edward (DOT) <[edward.palladino@state.ma.us](mailto:edward.palladino@state.ma.us)>

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**Cc:** [Goddard, Jacquelyn \(DOT\)](#); [Palladino, Edward \(DOT\)](#)  
**Subject:** RE: 7 News Question  
**Date:** Tuesday, May 21, 2019 5:32:02 PM

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**From:** Mary Schwager <[mschwager@whdh.com](mailto:mschwager@whdh.com)>  
**Date:** May 21, 2019 at 3:29:06 PM EDT  
**To:** "Riley, Judith Reardon (DOT)" <[judithreardon.riley@dot.state.ma.us](mailto:judithreardon.riley@dot.state.ma.us)>  
**Cc:** "Goddard, Jacquelyn (DOT)" <[jacquelyn.goddard@dot.state.ma.us](mailto:jacquelyn.goddard@dot.state.ma.us)>, "Palladino, Edward (DOT)" <[edward.palladino@dot.state.ma.us](mailto:edward.palladino@dot.state.ma.us)>  
**Subject:** RE: 7 News Question

Hey Judi,

Thank you.

What company makes the software?

Do police use it as well?

Best,

Mary

---

**From:** Riley, Judith Reardon (DOT) [<mailto:judith.reardon.riley@state.ma.us>]  
**Sent:** Tuesday, May 21, 2019 3:25 PM  
**To:** Mary Schwager <[mschwager@whdh.com](mailto:mschwager@whdh.com)>  
**Cc:** Goddard, Jacquelyn (DOT) <[jacquelyn.goddard@state.ma.us](mailto:jacquelyn.goddard@state.ma.us)>; Palladino, Edward (DOT) <[edward.palladino@state.ma.us](mailto:edward.palladino@state.ma.us)>  
**Subject:** 7 News Question

Hi Mary,

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**From:** Mary Schwager <[mschwager@whdh.com](mailto:mschwager@whdh.com)>  
**Sent:** Tuesday, May 21, 2019 2:43 PM  
**To:** Riley, Judith (DOT) <[JudithReardon.Riley@dot.state.ma.us](mailto:JudithReardon.Riley@dot.state.ma.us)>; Goddard, Jacquelyn (DOT) <[Jacquelyn.Goddard@dot.state.ma.us](mailto:Jacquelyn.Goddard@dot.state.ma.us)>  
**Subject:** 7 News Question

Hey Judi and Jacquelyn,

What facial recognition software does the RMV currently use and what is it used for?

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**From:** [Riley, Judith \(DOT\)](#)  
**To:** [Goddard, Jacquelyn \(DOT\)](#)  
**Subject:** MassDOT EOD  
**Date:** Tuesday, May 21, 2019 5:26:25 PM

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- A reporter asked to speak with someone today regarding the Draft Final Report for the Cape Cod Canal Transportation Study that was released today. A MassDOT spokesperson is working to facilitate this request. The report can be found online at <https://www.mass.gov/lists/cape-cod-canal-study-documents/>.

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## **MULTIPLE OUTLETS**

- MassDOT sent a release to media advising Memorial Day holiday travelers to plan ahead, utilize MassDOT's "real time" travel tools to plan trips, and use public transportation if possible to reach destinations.

**From:** [MassCareers](#)  
**To:** [Mann, Derrick \(DOT\)](#)  
**Subject:** Commonwealth, MA: Offer Approval Request  
**Date:** Tuesday, May 21, 2019 5:24:38 PM  
**Attachments:** [this\\_message\\_in\\_html.html](#)

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## Offer approval request

**Requisition Title:** Program Coordinator I - Facial Recognition Analyst  
**Requisition ID:** 1900016W  
**Requested by:** Felisberta DePina  
**Comments:** The highest scoring candidate did decline the offer. Moving forward with next candidate.

Click "Respond..." to view more offer details and respond to the approval request as soon as possible.

[Respond...](#)

**From:** [Riley, Judith \(DOT\)](#)  
**To:** [Goddard, Jacquelyn \(DOT\)](#); [Pesaturo, Joe D \(MBTA\)](#); [Marvin, Patrick \(DOT\)](#); [Battiston, Lisa \(DOT\)](#)  
**Subject:** EOD May 21 Final Draft  
**Date:** Tuesday, May 21, 2019 5:08:54 PM

---

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**From:** [Riley, Judith \(DOT\)](#)  
**To:** [Battiston, Lisa \(DOT\)](#); [Bernice Freedman](#); [Goddard, Jacquelyn \(DOT\)](#); [Jessen, Klark \(DOT\)](#); [jmehigan@massport.com](#); [Marvin, Patrick \(DOT\)](#); [Pesaturo, Joe D \(MBTA\)](#); [Riley, Judith \(DOT\)](#); [Sam Hooper](#); [Verseckes, Michael \(MBTA\)](#)  
**Subject:** EOD May 21 First Draft  
**Date:** Tuesday, May 21, 2019 4:30:24 PM

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**From:** [Riley, Judith \(DOT\)](#)  
**To:** [mschwager@whdh.com](mailto:mschwager@whdh.com)  
**Cc:** [Goddard, Jacquelyn \(DOT\)](#); [Palladino, Edward \(DOT\)](#)  
**Subject:** 7 News Question  
**Date:** Tuesday, May 21, 2019 4:19:07 PM

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**Date:** May 21, 2019 at 3:29:06 PM EDT  
**To:** "Riley, Judith Reardon (DOT)" <[judithreardon.riley@dot.state.ma.us](mailto:judithreardon.riley@dot.state.ma.us)>  
**Cc:** "Goddard, Jacquelyn (DOT)" <[jacquelyn.goddard@dot.state.ma.us](mailto:jacquelyn.goddard@dot.state.ma.us)>, "Palladino, Edward (DOT)" <[edward.palladino@dot.state.ma.us](mailto:edward.palladino@dot.state.ma.us)>  
**Subject: RE: 7 News Question**

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Best,

Mary

---

**From:** Riley, Judith Reardon (DOT) [<mailto:judith.reardon.riley@state.ma.us>]  
**Sent:** Tuesday, May 21, 2019 3:25 PM  
**To:** Mary Schwager <[mschwager@whdh.com](mailto:mschwager@whdh.com)>  
**Cc:** Goddard, Jacquelyn (DOT) <[jacquelyn.goddard@state.ma.us](mailto:jacquelyn.goddard@state.ma.us)>; Palladino, Edward (DOT) <[edward.palladino@state.ma.us](mailto:edward.palladino@state.ma.us)>  
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**From:** Mary Schwager <[mschwager@whdh.com](mailto:mschwager@whdh.com)>

**Sent:** Tuesday, May 21, 2019 2:43 PM

**To:** Riley, Judith (DOT) <[JudithReardon.Riley@dot.state.ma.us](mailto:JudithReardon.Riley@dot.state.ma.us)>; Goddard, Jacquelyn (DOT) <[Jacquelyn.Goddard@dot.state.ma.us](mailto:Jacquelyn.Goddard@dot.state.ma.us)>

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Mary Schwager

**From:** [Goddard, Jacquelyn \(DOT\)](#)  
**To:** [Riley, Judith \(DOT\)](#)  
**Subject:** RE: 7 News Question  
**Date:** Tuesday, May 21, 2019 4:16:00 PM

---

Please send. Thanks

---

**From:** Riley, Judith (DOT)  
**Sent:** Tuesday, May 21, 2019 4:16 PM  
**To:** Goddard, Jacquelyn (DOT)  
**Subject:** 7 News Question

Hi Jacque,

Is it okay to send this slightly edited response below?

**Draft 4:14 p.m.**

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Judi

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**From:** Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>  
**Sent:** Tuesday, May 21, 2019 3:47 PM  
**To:** Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>; Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>  
**Cc:** Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>; edward.palladino@state.ma.us  
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**From:** Riley, Judith (DOT)  
**Sent:** Tuesday, May 21, 2019 3:34 PM

**To:** Deveney, Erin (DOT); Lavoie, Sara (DOT)  
**Cc:** Goddard, Jacquelyn (DOT); [edward.palladino@state.ma.us](mailto:edward.palladino@state.ma.us)  
**Subject:** Fwd: 7 News Question

Hi Registrar and Sara,

Please see Mary's follow-up questions in the email below.

Thank you very much.

Judi

Sent from my iPhone

Begin forwarded message:

**From:** Mary Schwager <[mschwager@whdh.com](mailto:mschwager@whdh.com)>  
**Date:** May 21, 2019 at 3:29:06 PM EDT  
**To:** "Riley, Judith Reardon (DOT)" <[judithreardon.riley@dot.state.ma.us](mailto:judithreardon.riley@dot.state.ma.us)>  
**Cc:** "Goddard, Jacquelyn (DOT)" <[jacquelyn.goddard@dot.state.ma.us](mailto:jacquelyn.goddard@dot.state.ma.us)>, "Palladino, Edward (DOT)" <[edward.palladino@dot.state.ma.us](mailto:edward.palladino@dot.state.ma.us)>  
**Subject: RE: 7 News Question**

Hey Judi,

Thank you.

What company makes the software?

Do police use it as well?

Best,

Mary

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**From:** Riley, Judith Reardon (DOT) [<mailto:judith.reardon.riley@state.ma.us>]  
**Sent:** Tuesday, May 21, 2019 3:25 PM  
**To:** Mary Schwager <[mschwager@whdh.com](mailto:mschwager@whdh.com)>  
**Cc:** Goddard, Jacquelyn (DOT) <[jacquelyn.goddard@state.ma.us](mailto:jacquelyn.goddard@state.ma.us)>; Palladino, Edward (DOT) <[edward.palladino@state.ma.us](mailto:edward.palladino@state.ma.us)>  
**Subject:** 7 News Question

Hi Mary,

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Thanks,

Judi

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**From:** Mary Schwager <[mschwager@whdh.com](mailto:mschwager@whdh.com)>

**Sent:** Tuesday, May 21, 2019 2:43 PM

**To:** Riley, Judith (DOT) <[JudithReardon.Riley@dot.state.ma.us](mailto:JudithReardon.Riley@dot.state.ma.us)>; Goddard, Jacquelyn (DOT) <[Jacquelyn.Goddard@dot.state.ma.us](mailto:Jacquelyn.Goddard@dot.state.ma.us)>

**Subject:** 7 News Question

Hey Judi and Jacquelyn,

What facial recognition software does the RMV currently use and what is it used for?

Thanks,

Mary Schwager

**From:** [Riley, Judith \(DOT\)](#)  
**To:** [Goddard, Jacquelyn \(DOT\)](#)  
**Subject:** 7 News Question  
**Date:** Tuesday, May 21, 2019 4:15:36 PM

---

Hi Jacque,

Is it okay to send this slightly edited response below?

**Draft 4:14 p.m.**

The facial recognition technology in use at the Registry of Motor Vehicles (RMV) is part of the license and identification system provided under contract with Idemia.

The Registry does receive requests to assist law enforcement in their investigations by using its facial recognition software. In 2018, the RMV received 265 requests to assist law enforcement in their official investigations by using its facial recognition software.

Thanks,

Judi

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**From:** Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>  
**Sent:** Tuesday, May 21, 2019 3:47 PM  
**To:** Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>; Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>  
**Cc:** Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>; edward.palladino@state.ma.us  
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**Sent:** Tuesday, May 21, 2019 3:34 PM  
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**Cc:** Goddard, Jacquelyn (DOT); [edward.palladino@state.ma.us](mailto:edward.palladino@state.ma.us)  
**Subject:** Fwd: 7 News Question

Hi Registrar and Sara,

Please see Mary's follow-up questions in the email below.

Thank you very much.

Judi

Sent from my iPhone

Begin forwarded message:

**From:** Mary Schwager <[mschwager@whdh.com](mailto:mschwager@whdh.com)>  
**Date:** May 21, 2019 at 3:29:06 PM EDT  
**To:** "Riley, Judith Reardon (DOT)" <[judithreardon.riley@dot.state.ma.us](mailto:judithreardon.riley@dot.state.ma.us)>  
**Cc:** "Goddard, Jacquelyn (DOT)" <[jacquelyn.goddard@dot.state.ma.us](mailto:jacquelyn.goddard@dot.state.ma.us)>, "Palladino, Edward (DOT)" <[edward.palladino@dot.state.ma.us](mailto:edward.palladino@dot.state.ma.us)>  
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**Sent:** Tuesday, May 21, 2019 2:43 PM

**To:** Riley, Judith (DOT) <[JudithReardon.Riley@dot.state.ma.us](mailto:JudithReardon.Riley@dot.state.ma.us)>; Goddard, Jacquelyn (DOT) <[Jacquelyn.Goddard@dot.state.ma.us](mailto:Jacquelyn.Goddard@dot.state.ma.us)>

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**From:** [Erin.Deveney@dot.state.ma.us](mailto:Erin.Deveney@dot.state.ma.us)  
**To:** [Riley, Judith \(DOT\)](mailto:Riley.Judith(DOT)@dot.state.ma.us)  
**Cc:** [Lavoie, Sara \(DOT\)](mailto:Lavoie.Sara(DOT)@dot.state.ma.us); [Goddard, Jacquelyn \(DOT\)](mailto:Goddard.Jacquelyn(DOT)@dot.state.ma.us); [edward.palladino@state.ma.us](mailto:edward.palladino@state.ma.us)  
**Subject:** Re: 7 News Question  
**Date:** Tuesday, May 21, 2019 4:14:35 PM

---

Sent from my iPhone

On May 21, 2019, at 3:34 PM, Riley, Judith (DOT) <[JudithReardon.Riley@dot.state.ma.us](mailto:JudithReardon.Riley@dot.state.ma.us)> wrote:

Hi Registrar and Sara,

Please see Mary's follow-up questions in the email below.

Thank you very much.

Judi

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**Date:** May 21, 2019 at 3:29:06 PM EDT  
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**To:** [Deveney, Erin \(DOT\)](#)  
**Cc:** [Goddard, Jacquelyn \(DOT\)](#); [edward.palladino@state.ma.us](mailto:edward.palladino@state.ma.us); [Lavoie, Sara \(DOT\)](#)  
**Subject:** RE: 7 News Question  
**Date:** Tuesday, May 21, 2019 4:01:55 PM

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Hi Registrar,

Thank you very much. I will send your additional information to Mary. There most likely will be more questions.

Judi

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**From:** Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>  
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**Cc:** [Goddard, Jacquelyn \(DOT\)](#); [edward.palladino@state.ma.us](mailto:edward.palladino@state.ma.us)  
**Subject:** RE: 7 News Question  
**Date:** Tuesday, May 21, 2019 3:47:17 PM

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**Sent:** Tuesday, May 21, 2019 3:34 PM  
**To:** Deveney, Erin (DOT); Lavoie, Sara (DOT)  
**Cc:** Goddard, Jacquelyn (DOT); [edward.palladino@state.ma.us](mailto:edward.palladino@state.ma.us)  
**Subject:** Fwd: 7 News Question

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Thank you very much.

Judi

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**Date:** May 21, 2019 at 3:29:06 PM EDT  
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**Cc:** "Goddard, Jacquelyn (DOT)" <[jacquelyn.goddard@dot.state.ma.us](mailto:jacquelyn.goddard@dot.state.ma.us)>, "Palladino, Edward (DOT)" <[edward.palladino@dot.state.ma.us](mailto:edward.palladino@dot.state.ma.us)>  
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Mary

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**Sent:** Tuesday, May 21, 2019 2:43 PM  
**To:** Riley, Judith (DOT) <[JudithReardon.Riley@dot.state.ma.us](mailto:JudithReardon.Riley@dot.state.ma.us)>; Goddard, Jacquelyn (DOT) <[Jacquelyn.Goddard@dot.state.ma.us](mailto:Jacquelyn.Goddard@dot.state.ma.us)>  
**Subject:** 7 News Question

Hey Judi and Jacquelyn,

What facial recognition software does the RMV currently use and what is it used for?

Thanks,

Mary Schwager

**From:** [Goddard, Jacquelyn \(DOT\)](#)  
**To:** [Riley, Judith \(DOT\)](#)  
**Subject:** RE: 7 News Question  
**Date:** Tuesday, May 21, 2019 3:39:00 PM

---

Please send.

---

**From:** Riley, Judith (DOT)  
**Sent:** Tuesday, May 21, 2019 3:08 PM  
**To:** Goddard, Jacquelyn (DOT)  
**Subject:** FW: 7 News Question

Hi Jacque,

Is it okay to send comment that we issued to another outlet? The Registrar has approved the release of the prior comment.

**Draft comment:**

The Registry of Motor Vehicles has used facial recognition technology since 2006 as an effective tool to identify and prevent instances of attempted identify fraud. The Registry uses this technology to screen applicants for driver's licenses and identification cards to prevent individuals from getting credentials through fraudulent means.

Thanks,

Judi

---

**From:** Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>  
**Sent:** Tuesday, May 21, 2019 2:59 PM  
**To:** Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>; Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>  
**Cc:** Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>; Palladino, Edward (DOT) <Edward.Palladino@dot.state.ma.us>  
**Subject:** RE: 7 News Question

Please feel free to send Mary the prior comment. Thanks.

---

**From:** Riley, Judith (DOT)  
**Sent:** Tuesday, May 21, 2019 2:52 PM  
**To:** Lavoie, Sara (DOT)  
**Cc:** Goddard, Jacquelyn (DOT); Deveney, Erin (DOT); Palladino, Edward (DOT)  
**Subject:** 7 News Question

Hi Sara,

Mary Schwager is asking about the Registry's use of facial recognition software. Her question is

below. Are you okay with using comment below that we sent to another outlet in February?

**Request:**

What facial recognition software does the RMV currently use and what is it used for?

**Draft comment:**

The Registry of Motor Vehicles has used facial recognition technology since 2006 as an effective tool to identify and prevent instances of attempted identify fraud. The Registry uses this technology to screen applicants for driver's licenses and identification cards to prevent individuals from getting credentials through fraudulent means.

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**Subject:** Fwd: 7 News Question  
**Date:** Tuesday, May 21, 2019 3:34:23 PM

---

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Please see Mary's follow-up questions in the email below.

Thank you very much.

Judi

Sent from my iPhone

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**Subject:** Fwd: 7 News Question  
**Date:** Tuesday, May 21, 2019 3:34:22 PM

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**From:** Mary Schwager <[mschwager@whdh.com](mailto:mschwager@whdh.com)>  
**Date:** May 21, 2019 at 3:29:06 PM EDT  
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**Subject:** 7 News Question

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Thanks,

Mary Schwager

**From:** [Richard, Hunter \(Guidehouse\)](#)  
**To:** [Foster, Gary S \(MBTA\)](#); [Tramonte, David \(Guidehouse\)](#)  
**Subject:** Re: Request  
**Date:** Tuesday, May 21, 2019 3:30:03 PM  
**Attachments:** [ComptrollerList.xlsx](#)

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Hi Gary,

Please see the attached list and let me know if this is useful. I combined the three app categories (internal, external, and hybrid) from the BIA and then cut out apps that were very small or had limited information. In addition, the internal/external columns were unclear if the comptroller is asking for internal/external users or internal/external ownership. I included both so we can delete one of them.

I'll be at my desk through the afternoon if you want to review/revise.

Best,  
Hunter

---

**From:** Foster, Gary <GFoster@MBTA.com>  
**Sent:** Tuesday, May 21, 2019 9:30:19 AM  
**To:** Richard, Hunter (Guidehouse)  
**Subject:** Request

Can you or Dave cut the files you have and get me a report with System Name, Description, Does it contain Sensitive Data Y/N, No of users, Vendor, if appl, from your DR app list?

Kindest regards,

Gary S. Foster || Chief Information Officer || MassDOT || 617-222-1905 || [gfooster@mbta.com](mailto:gfooster@mbta.com)

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This email/electronic message, including any attached files, is being sent by the MBTA. It is solely intended for the recipient(s) and may contain information that is proprietary, confidential, legally privileged, and/or exempt from disclosure pursuant to state and federal law. If you have received this message in error or are not the intended recipient(s), please notify the sender immediately by reply, and delete all copies of this email/electronic message and any attached files from your computer. If you are the intended recipient(s), you may use the information contained in this email/electronic message and any attached files only as authorized by the MBTA. Any unauthorized use, dissemination, or disclosure of this email/electronic message and/or its attached files is strictly prohibited.

**From:** [Mary Schwager](#)  
**To:** [Riley, Judith \(DOT\)](#)  
**Cc:** [Goddard, Jacquelyn \(DOT\)](#); [Palladino, Edward \(DOT\)](#)  
**Subject:** RE: 7 News Question  
**Date:** Tuesday, May 21, 2019 3:29:12 PM

---

Hey Judi,

Thank you.

What company makes the software?

Do police use it as well?

Best,

Mary

---

**From:** Riley, Judith Reardon (DOT) [mailto:[judith.reardon.riley@state.ma.us](mailto:judith.reardon.riley@state.ma.us)]  
**Sent:** Tuesday, May 21, 2019 3:25 PM  
**To:** Mary Schwager <[mschwager@whdh.com](mailto:mschwager@whdh.com)>  
**Cc:** Goddard, Jacquelyn (DOT) <[jacquelyn.goddard@state.ma.us](mailto:jacquelyn.goddard@state.ma.us)>; Palladino, Edward (DOT) <[edward.palladino@state.ma.us](mailto:edward.palladino@state.ma.us)>  
**Subject:** 7 News Question

Hi Mary,

The Registry of Motor Vehicles has used facial recognition technology since 2006 as an effective tool to identify and prevent instances of attempted identify fraud. The Registry uses this technology to screen applicants for driver's licenses and identification cards to prevent individuals from getting credentials through fraudulent means.

Thanks,

Judi

---

**From:** Mary Schwager <[mschwager@whdh.com](mailto:mschwager@whdh.com)>  
**Sent:** Tuesday, May 21, 2019 2:43 PM  
**To:** Riley, Judith (DOT) <[JudithReardon.Riley@dot.state.ma.us](mailto:JudithReardon.Riley@dot.state.ma.us)>; Goddard, Jacquelyn (DOT) <[Jacquelyn.Goddard@dot.state.ma.us](mailto:Jacquelyn.Goddard@dot.state.ma.us)>  
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Hey Judi and Jacquelyn,

What facial recognition software does the RMV currently use and what is it used for?

Thanks,

Mary Schwager

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**To:** [mschwager@whdh.com](mailto:mschwager@whdh.com)  
**Cc:** [Goddard, Jacquelyn \(DOT\)](#); [Palladino, Edward \(DOT\)](#)  
**Subject:** 7 News Question  
**Date:** Tuesday, May 21, 2019 3:25:22 PM

---

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**To:** [Deveney, Erin \(DOT\)](#)  
**Cc:** [Goddard, Jacquelyn \(DOT\)](#)  
**Subject:** RE: 7 News Request Facial Recognition Technology  
**Date:** Tuesday, May 21, 2019 3:17:59 PM

---

Hi Registrar,

Thank you very much. I will send the previous comment. I just wanted to let you know that Mary worked on this topic from the law enforcement angle last year.

Judi

---

**From:** Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>  
**Sent:** Tuesday, May 21, 2019 3:13 PM  
**To:** Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>; Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>  
**Cc:** Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>; Palladino, Edward (DOT) <Edward.Palladino@dot.state.ma.us>  
**Subject:** RE: 7 News Request Facial Recognition Technology

Mary's question to us specifically was how does the RMV use FR, so the prior comment in the earlier email responds to that inquiry. She did not ask about how we work with law enforcement on a limited basis as part of their official investigations-those were the numbers that Sara provided I think 2 weeks ago that showed that the number of instances in 2013 vs. 2018 in which we helped law enforcement with FR inquiries was pretty much flat.

As to what the nature of the inquiry is, in case you hadn't heard, San Francisco voted last week to ban the use of facial recognition due to privacy/abuse of power/constitutional concerns: <https://www.nytimes.com/2019/05/14/us/facial-recognition-ban-san-francisco.html>. I think there also is legislation introduced in Mass that would attempt to prevent or limit FR use also.

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**Cc:** Goddard, Jacquelyn (DOT); Palladino, Edward (DOT)  
**Subject:** FW: 7 News Request Facial Recognition Technology

FYI – Last year, Mary Schwager surveyed law enforcement agencies regarding their use of facial recognition technology.

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**From:** Procopio, David (POL) <[david.procopio@pol.state.ma.us](mailto:david.procopio@pol.state.ma.us)>  
**Sent:** Wednesday, June 6, 2018 2:28 PM  
**To:** Finlaw, Sarah (GOV) <[sarah.finlaw@MassMail.State.MA.US](mailto:sarah.finlaw@MassMail.State.MA.US)>  
**Cc:** Goddard, Jacquelyn (DOT) <[Jacquelyn.Goddard@dot.state.ma.us](mailto:Jacquelyn.Goddard@dot.state.ma.us)>; Browne, Felix (EPS)

<[felix.browne@mass.gov](mailto:felix.browne@mass.gov)>; Marvin, Patrick (DOT) <[Patrick.Marvin@dot.state.ma.us](mailto:Patrick.Marvin@dot.state.ma.us)>; Riley, Judith (DOT) <[JudithReardon.Riley@dot.state.ma.us](mailto:JudithReardon.Riley@dot.state.ma.us)>

**Subject:** Re: 7 News Request Facial Recognition Technology

At this point we do not. All she tell ms us is that she is surveying law enforcement agencies in Massachusetts to see who uses it and how it is used. She has not expressed or asked for comment on any concerns about the technology. We can certainly add a line to the statement saying, generally, that we take all appropriate safeguards and we can then make sure we are prepared to give specifics if and when she comes back and asks for them.

Sent from my iPhone

On Jun 6, 2018, at 2:23 PM, Finlaw, Sarah (GOV) <[sarah.finlaw@MassMail.State.MA.US](mailto:sarah.finlaw@MassMail.State.MA.US)> wrote:

I agree with Felix, do we know her angle?

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**From:** Goddard, Jacquelyn (DOT)  
**Sent:** Wednesday, June 06, 2018 1:39 PM  
**To:** Browne, Felix (EPS); Procopio, David (POL); Marvin, Patrick (DOT)  
**Cc:** Riley, Judith Reardon (DOT); Finlaw, Sarah (GOV)  
**Subject:** RE: 7 News Request Facial Recognition Technology

I have no concerns. David's answer has my approval.  
Thanks.

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**From:** Browne, Felix (EPS)  
**Sent:** Wednesday, June 06, 2018 11:47 AM  
**To:** Procopio, David (POL); Marvin, Patrick (DOT); Goddard, Jacquelyn (DOT)  
**Subject:** RE: 7 News Request Facial Recognition Technology

Do we know what angle she's coming at this from? That it's being overused? That's it's wrong? Would be good to know that and then wrap that basic statement in some language that dispels the concerns. Guessing we would want to further detail just when it is used, what any safeguards there are in place, and possibly approvals before it's used.

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**From:** Procopio, David (POL)  
**Sent:** Wednesday, June 06, 2018 11:44 AM  
**To:** Browne, Felix (EPS); Marvin, Patrick (DOT); Goddard, Jacquelyn (DOT)  
**Subject:** FW: 7 News Request Facial Recognition Technology

Felix, Pat, Jacque:

Please see below inquiry from Channel 7. Mary Schwager seems to be surveying police departments about facial recognition use.

Our answer would be as follows:

We use COPLINK to run facial recognition against our booking photo database. We use the RMV's facial recognition system to run against the driver's license database. The systems are used for criminal investigations.

Please let me know what concerns or suggested edits you may have.

Thanks

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Just wanted to check in on this request? Thank you!

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Hey Daniel and David,

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- What kind(s) of facial recognition programs or technology does your department use? (Please include brand name of program or technology and the company that makes it.)
- What purposes is it used for?

Thank you so much,



Mary Schwager  
WHDH-TV  
7 News Boston  
617-725-0839  
[mschwager@whdh.com](mailto:mschwager@whdh.com)

**From:** [Deveney, Erin \(DOT\)](#)  
**To:** [Riley, Judith \(DOT\)](#); [Lavoie, Sara \(DOT\)](#)  
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**Subject:** RE: 7 News Request Facial Recognition Technology  
**Date:** Tuesday, May 21, 2019 3:12:49 PM

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617-725-0839  
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**From:** [Riley, Judith \(DOT\)](#)  
**To:** [Goddard, Jacquelyn \(DOT\)](#)  
**Subject:** FW: 7 News Question  
**Date:** Tuesday, May 21, 2019 3:07:37 PM

---

Hi Jacque,

Is it okay to send comment that we issued to another outlet? The Registrar has approved the release of the prior comment.

**Draft comment:**

The Registry of Motor Vehicles has used facial recognition technology since 2006 as an effective tool to identify and prevent instances of attempted identify fraud. The Registry uses this technology to screen applicants for driver's licenses and identification cards to prevent individuals from getting credentials through fraudulent means.

Thanks,

Judi

---

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**Sent:** Tuesday, May 21, 2019 2:59 PM  
**To:** Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>; Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>  
**Cc:** Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>; Palladino, Edward (DOT) <Edward.Palladino@dot.state.ma.us>  
**Subject:** RE: 7 News Question

Please feel free to send Mary the prior comment. Thanks.

---

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**To:** Lavoie, Sara (DOT)  
**Cc:** Goddard, Jacquelyn (DOT); Deveney, Erin (DOT); Palladino, Edward (DOT)  
**Subject:** 7 News Question

Hi Sara,

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**Request:**

What facial recognition software does the RMV currently use and what is it used for?

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**Cc:** [Goddard, Jacquelyn \(DOT\)](#); [Palladino, Edward \(DOT\)](#)  
**Subject:** RE: 7 News Question  
**Date:** Tuesday, May 21, 2019 2:58:51 PM

---

Please feel free to send Mary the prior comment. Thanks.

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**Cc:** Goddard, Jacquelyn (DOT); Deveney, Erin (DOT); Palladino, Edward (DOT)  
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**Subject:** 7 News Question  
**Date:** Tuesday, May 21, 2019 2:52:27 PM

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What facial recognition software does the RMV currently use and what is it used for?

**Draft comment:**

The Registry of Motor Vehicles has used facial recognition technology since 2006 as an effective tool to identify and prevent instances of attempted identify fraud. The Registry uses this technology to screen applicants for driver's licenses and identification cards to prevent individuals from getting credentials through fraudulent means.

Thanks,

Judi

---

**From:** Mary Schwager <mschwager@whdh.com>  
**Sent:** Tuesday, May 21, 2019 2:43 PM  
**To:** Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>; Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>  
**Subject:** 7 News Question

Hey Judi and Jacquelyn,

What facial recognition software does the RMV currently use and what is it used for?

Thanks,

Mary Schwager

**From:** [Mary Schwager](#)  
**To:** [Riley, Judith \(DOT\)](#); [Goddard, Jacquelyn \(DOT\)](#)  
**Subject:** 7 News Question  
**Date:** Tuesday, May 21, 2019 2:43:23 PM

---

Hey Judi and Jacquelyn,

What facial recognition software does the RMV currently use and what is it used for?

Thanks,

Mary Schwager

**From:** [DeLeon, Pamela \(DOT\)](#)  
**To:** [Spengler, Mark \(DOT\)](#); [Constantine, Rashida \(DOT\)](#); [Johnson, Selina \(DOT\)](#); [Knosp, Matthew \(DOT\)](#); [Depina, Felisberta \(DOT\)](#); [Burke, Robin \(DOT\)](#); [Seitz, Alaina \(DOT\)](#); [Leisner, Scott \(DOT\)](#); [Bouchard, Candida \(DOT\)](#); [Lazic, Boris \(DOT\)](#)  
**Cc:** [Mulcahy, Sheila \(DOT\)](#)  
**Subject:** RE: Position Control Weekly Meeting  
**Date:** Tuesday, May 21, 2019 1:28:27 PM  
**Attachments:** [Position Control Meeting 5.21.xlsx](#)

---

Hello,

Please find attached for reference. -Pamela

-----Original Appointment-----

**From:** DeLeon, Pamela (DOT)  
**Sent:** Friday, April 19, 2019 3:02 PM  
**To:** DeLeon, Pamela (DOT); Spengler, Mark (DOT); Constantine, Rashida (DOT); Johnson, Selina (DOT); Knosp, Matthew (DOT); Depina, Felisberta (DOT); Burke, Robin (DOT); Seitz, Alaina (DOT); Rivera, Alvin (DOT); Leisner, Scott (DOT); Bouchard, Candida (DOT); Lazic, Boris (DOT)  
**Cc:** Mulcahy, Sheila (DOT)  
**Subject:** Position Control Weekly Meeting  
**When:** Tuesday, May 21, 2019 1:30 PM-2:00 PM (UTC-05:00) Eastern Time (US & Canada).  
**Where:** DOT Conference, 10PP #3170 Coffey

**From:** [Burke, Robin \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#)  
**Subject:** Updates - Position Control Meeting 5.21.19.xlsx  
**Date:** Tuesday, May 21, 2019 12:36:00 PM  
**Attachments:** [Position Control Meeting 5.21.19.xlsx](#)

---

**From:** [Bouchard, Candida \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#)  
**Subject:** FW: Position Control Meeting  
**Date:** Tuesday, May 21, 2019 12:34:00 PM  
**Attachments:** [Copy of Position Control Meeting 5.21.19.xlsx](#)

---

Here is my update. Thanks!

---

**From:** Mulcahy, Sheila (DOT)  
**Sent:** Tuesday, May 21, 2019 10:16 AM  
**To:** Seitz, Alaina (DOT) <Alaina.Seitz@dot.state.ma.us>; Burke, Robin (DOT) <Robin.Burke@dot.state.ma.us>; Depina, Felisberta (DOT) <Felisberta.Depina@dot.state.ma.us>; Bouchard, Candida (DOT) <Candida.Bouchard@dot.state.ma.us>  
**Cc:** DeLeon, Pamela (DOT) <Pamela.DeLeon@dot.state.ma.us>  
**Subject:** Position Control Meeting

Hi All,

Attached is the position control spreadsheet for today's meeting. Please submit your updates to Pam by 1 pm so she has time to compile them for the 1:30 meeting.

Thank you,

Sheila

**Sheila Mulcahy**  
**Massachusetts Department of Transportation**  
Recruitment Manager, Human Resources  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8521 | Mobile 857.270.1645 | Fax 857.368.0601



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All job applications must be received through our website:  
[www.massdot.state.ma.us/Employment](http://www.massdot.state.ma.us/Employment)

**From:** [Mulcahy, Sheila \(DOT\)](#)  
**To:** [Seitz, Alaina \(DOT\)](#); [Burke, Robin \(DOT\)](#); [Depina, Felisberta \(DOT\)](#); [Bouchard, Candida \(DOT\)](#)  
**Cc:** [DeLeon, Pamela \(DOT\)](#)  
**Subject:** Position Control Meeting  
**Date:** Tuesday, May 21, 2019 10:15:51 AM  
**Attachments:** [Position Control Meeting 5.21.19.xlsx](#)

---

Hi All,

Attached is the position control spreadsheet for today's meeting. Please submit your updates to Pam by 1 pm so she has time to compile them for the 1:30 meeting.

Thank you,

Sheila

**Sheila Mulcahy**  
**Massachusetts Department of Transportation**  
Recruitment Manager, Human Resources  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8521 | Mobile 857.270.1645 | Fax 857.368.0601



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All job applications must be received through our website:  
[www.massdot.state.ma.us/Employment](http://www.massdot.state.ma.us/Employment)



**From:** [Scott, James](#)  
**Subject:** What's missing? Impostor status - Today's Boston Herald-Police seek kidnapping and rape suspect, add to Most Wanted list  
**Date:** Tuesday, May 21, 2019 9:32:01 AM

---

<https://www.bostonherald.com/2019/05/20/police-seek-kidnapping-and-rape-suspect-add-to-most-wanted-list/>

Hi Team, heads up out there on another dangerous Impostor on the run. I have not had a chance to look at him but I see all the classic signs and the trail of mistakes that have been made that have only enabled this criminal for years;

1. Most likely allowed to walk out of the Mass RMV after attempting to obtain a fraudulent Mass License (Felony) using a real stolen identity from a identity theft victim from Puerto Rico. Will have "Comp Fraud" status.

2. Has been stopped and or arrested, booked and printed and walked in and out of court on a number of times under a stolen identity and all the time he was not who he said he was.

3. The failure of numerous State and Federal agencies to acknowledge and act on any number of ways to identify this massive identity theft across the country. "SuperList"

4. Note his ability to obtain valid licenses in multiple States using these multiple stolen identities. A nation wide facial recognition program would stop this. You can still get on a plane with these licenses till Oct 2020. Also a nation wide license data base would stop the use of the same identity being used in multiple States. One license only for one real identity. The program is called "State to State" and needs to be immediately implemented. One nation wide Deck of Cards and only one Ace of Spades,

Three of Diamonds, etc. For those of you who attended the Impostor Conference you should recognize this concept.

Off. James Scott, Saugus MA PD, Ret-SMSGt, Security Forces, USAFR  
Identity Theft Expert/Instructor of the Universal Identity Theft Recognition Program called "Identifying the Impostor".

**From:** [Elac\\_Bart](mailto:Elac_Bart)  
**To:** [cs330231@wne.edu](mailto:cs330231@wne.edu); [ssgyadler@gmail.com](mailto:ssgyadler@gmail.com); [gb1512@ic.ac.uk](mailto:gb1512@ic.ac.uk); [heidi@falthgroupinc.com](mailto:heidi@falthgroupinc.com); [BOWEN1@erau.edu](mailto:BOWEN1@erau.edu); [wibrown@umes.edu](mailto:wibrown@umes.edu); [Owen.Bruce@faa.gov](mailto:Owen.Bruce@faa.gov); [ebushman101@gmail.com](mailto:ebushman101@gmail.com); [sean.cusson@gmail.com](mailto:sean.cusson@gmail.com); [ddivakaran@dot.gov](mailto:ddivakaran@dot.gov); [jd.dores@ama.com](mailto:jd.dores@ama.com); [haafalci@t@gmail.com](mailto:haafalci@t@gmail.com); [l.gardner@jhu.edu](mailto:l.gardner@jhu.edu); [DHebeck@ExperienceIDEA.com](mailto:DHebeck@ExperienceIDEA.com); [sarahkleshood@ama.com](mailto:sarahkleshood@ama.com); [benjamin.lacy@evc.ctc.com](mailto:benjamin.lacy@evc.ctc.com); [gael\\_ebris@ama.com](mailto:gael_ebris@ama.com); [Maura.Lohrenz@dot.gov](mailto:Maura.Lohrenz@dot.gov); [smurphy@hidalgasin.rpb.com](mailto:smurphy@hidalgasin.rpb.com); [fnstjasov@fbi.gov](mailto:fnstjasov@fbi.gov); [dickswyman@post.com](mailto:dickswyman@post.com); [rosborne@burnsmc.com](mailto:rosborne@burnsmc.com); [millicent.parker@modot.mo.gov](mailto:millicent.parker@modot.mo.gov); [mpostconsul@ing.aol.com](mailto:mpostconsul@ing.aol.com); [missy.rudn@hst-bst.gc.ca](mailto:missy.rudn@hst-bst.gc.ca); [cs330231@wne.edu](mailto:cs330231@wne.edu); [ris\\_inc@me.com](mailto:ris_inc@me.com); [hsh.raz@mitre.org](mailto:hsh.raz@mitre.org); [paul.widish@navy.mil](mailto:paul.widish@navy.mil); [sawlik@mitre.org](mailto:sawlik@mitre.org); [normad@ber.zon.net](mailto:normad@ber.zon.net); [kayobh@yahoo.com](mailto:kayobh@yahoo.com); [blomme.georges@gmail.com](mailto:blomme.georges@gmail.com); [Tanja.Bolik@gmail.com](mailto:Tanja.Bolik@gmail.com); [robert.carter@cabazon.com](mailto:robert.carter@cabazon.com); [nathan.nan.chen@ama.com](mailto:nathan.nan.chen@ama.com); [sean.cusson@gmail.com](mailto:sean.cusson@gmail.com); [jedfressel@gmail.com](mailto:jedfressel@gmail.com); [msagan@hnmh.com](mailto:msagan@hnmh.com); [wfan7@uncc.edu](mailto:wfan7@uncc.edu); [dfrwald@gmail.com](mailto:dfrwald@gmail.com); [mansh.george@yahoo.com](mailto:mansh.george@yahoo.com); [scarencher@nas.edu](mailto:scarencher@nas.edu); [heather.hasper@hjalaska.net](mailto:heather.hasper@hjalaska.net); [thecodecoach@gmail.com](mailto:thecodecoach@gmail.com); [M.Kyriakidis@tudel.nl](mailto:M.Kyriakidis@tudel.nl); [SMI23@cornel.edu](mailto:SMI23@cornel.edu); [Kenneth.Miller@faa.gov](mailto:Kenneth.Miller@faa.gov); [wajahat.nassar@gmail.com](mailto:wajahat.nassar@gmail.com); [Aymeric.Pune2014@northwestern.edu](mailto:Aymeric.Pune2014@northwestern.edu); [jiga.go@nrc.ca](mailto:jiga.go@nrc.ca); [T.Schulze@nas.edu](mailto:T.Schulze@nas.edu); [jill.sodda@jico.com](mailto:jill.sodda@jico.com); [jfsmith@ama.com](mailto:jfsmith@ama.com); [mike\\_senon@smcgh.nl.com](mailto:mike_senon@smcgh.nl.com); [galia.ad@nas.edu](mailto:galia.ad@nas.edu); [mil\\_jose\\_e\\_ster.ed](mailto:mil_jose_e_ster.ed); [f.kira@hivmail.com](mailto:f.kira@hivmail.com); [janderz@ml.ed](mailto:janderz@ml.ed); [jah6210@yahoo.com](mailto:jah6210@yahoo.com); [jm.crites@hiv.net](mailto:jm.crites@hiv.net); [rdorsey@hiv.net](mailto:rdorsey@hiv.net); [andrea@nas.edu](mailto:andrea@nas.edu); [shelby@yellow@gmail.com](mailto:shelby@yellow@gmail.com); [andrea@ic.ac.uk](mailto:andrea@ic.ac.uk); [jill.rosed@vivo.com](mailto:jill.rosed@vivo.com); [edfrandes@gmail.com](mailto:edfrandes@gmail.com); [alison.campos@fdrisd.gov](mailto:alison.campos@fdrisd.gov); [Maura.Lohrenz@dot.gov](mailto:Maura.Lohrenz@dot.gov); [blomme.georges@gmail.com](mailto:blomme.georges@gmail.com); [m.studic11@imperial.ac.uk](mailto:m.studic11@imperial.ac.uk); [andawn@umich.edu](mailto:andawn@umich.edu); [Ernesto.Acosta@isa.dhs.gov](mailto:Ernesto.Acosta@isa.dhs.gov); [yacova.harr@benet.ct.edu](mailto:yacova.harr@benet.ct.edu); [Garriety.M.chael@DOT](mailto:Garriety.M.chael@DOT); [s-das@tli.tamu.edu](mailto:s-das@tli.tamu.edu); [matt@acconline.org](mailto:matt@acconline.org); 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[ryan.nally@gmail.com](mailto:ryan.nally@gmail.com); [michael.la.dere@gmail.com](mailto:michael.la.dere@gmail.com); [ros.ome@modot.com](mailto:ros.ome@modot.com); [sheldon.dashley@nas.gov](mailto:sheldon.dashley@nas.gov); [luzbonilla@comcast.net](mailto:luzbonilla@comcast.net); [david.dima@barich.net](mailto:david.dima@barich.net); [j.mirsky@dot.gov](mailto:j.mirsky@dot.gov); [sarahkleshood@gmail.com](mailto:sarahkleshood@gmail.com); [jdemarich@le.montrai.ca.ca](mailto:jdemarich@le.montrai.ca.ca); [smurphy@hidalgasin.rpb.com](mailto:smurphy@hidalgasin.rpb.com); [freda.cott@ama.com](mailto:freda.cott@ama.com); [peter@hivmail.com](mailto:peter@hivmail.com); [ssgyadler@gmail.com](mailto:ssgyadler@gmail.com); [djaynes@dot.gov](mailto:djaynes@dot.gov); [lanna.almond@at.com](mailto:lanna.almond@at.com); [jborow@dot.gov](mailto:jborow@dot.gov); [patal.3156@buckeyema.losu.edu](mailto:patal.3156@buckeyema.losu.edu); [sawlik@mitre.org](mailto:sawlik@mitre.org); [gregory.vermon@myaa.com](mailto:gregory.vermon@myaa.com); [rosemary@mma.com](mailto:rosemary@mma.com); [diliber@saccony.net](mailto:diliber@saccony.net); [wesley.m.itestead@faa.gov](mailto:wesley.m.itestead@faa.gov); [duanyanwu@umes.edu](mailto:duanyanwu@umes.edu); [Hugodwin@umes.edu](mailto:Hugodwin@umes.edu); [akosaita@transecure.us](mailto:akosaita@transecure.us); [techan@dot.gov](mailto:techan@dot.gov); [dikipp@burns-group.com](mailto:dikipp@burns-group.com); [troy@windroseaviation.com](mailto:troy@windroseaviation.com); [troy@windroseaviation.com](mailto:troy@windroseaviation.com)

**Subject:** RE: AV090 Committee Call-In  
**Date:** Tuesday, May 21, 2019, 9:26:39 AM  
**Attachments:** [image001.png](#)

I just wanted to remind everyone that the AV090 Committee Call-in is TODAY at 2pm EDT.  
**-Bart**

**Subject:** AV090 Committee Call-In

Members and Friends of the TRB AV090 Committee

We will hold our May call-in next Tuesday (**May 21**) at **2pm EDT**. Here are the call-in details

USA Toll-Free 866-528-2256  
 USA Caller Paid 216-706-7052  
 For Other Countries [https://www.teleconference.att.com/servelet/glbAccess?process\\_1&accessCode\\_4022090&accessNumber\\_2167067052#C2](https://www.teleconference.att.com/servelet/glbAccess?process_1&accessCode_4022090&accessNumber_2167067052#C2)  
 Access Code 4022090

The main topic of discussion will be to refine and prioritize our session ideas for the 2020 Annual Meeting

<p>Airport Response to Unmanned Aircraft Sightings</p> <p>Sightings of drones near airports have significantly disrupted flight operations in some instances. FAA has been working with airports to test technologies for drone detection. Recent legislation passed in the United States authorizes Federal homeland security and law enforcement agencies to disable or destroy drones that threaten critical infrastructure and a number of commercial drone countermeasures have been developed. A number of military counter-drone systems are being evaluated for possible use to protect civil airports and other critical infrastructure. This session will explore the issues surrounding UAS interference with airport operations from the perspectives of airports, law enforcement and security, and regulatory agencies.</p>	<p>Challenges and Opportunity for Leveraging Technology towards Enhanced Airport Security through Situational Awareness</p> <p>Facial Recognition and Social Media Monitoring are two emerging technologies that have the potential to offer airport emergency and security officers powerful tools to identify, prepare for, mitigate against, and to prevent security related incidences at our nation's airports. Whether monitoring flow of information through structured and stable networks of "friends" for ad-hoc members joining networks seeking information during times of crisis or screening in real-time all persons entering an airport or ancillary building, these technologies are or are nearly available on the commercial market. There are, however, legal and practical questions that will need to be addressed prior to their deployment. These questions range from underlying effectiveness, capacity to integrate with threat assessment methods, legality of various surveillance programs, and underlying desire of airport emergency management and security offices to engage with these technologies.</p>	<p>Safety Aspects of Aircraft Automation and Systems Complexity</p> <p>In recent years, transport airplane accidents have changed to include many more systems and automation causes. In general, these systems have resulted in overall improved safety. Yet questions about systems and automation remain. Recent transport aircraft accidents indicate that a single failed sensor can lead to a catastrophic outcome. What are the implications for the aviation community in operating these complex aircraft in terms of design, certification, training, and operations? This panel will address these challenges by including perspectives from regulators, operators, and safety investigators and consultants.</p>	<p>Coordination of Federal, State, and Local Airport Security Assets and Emergency Response in Public Areas of Airports</p> <p>In light of recent international and domestic security events in public areas of airports (i.e., outside of secured or restricted areas), this panel would explore emerging research and technology needs and airport best practices to address deterrence, threat mitigation, and incident response. It will explore surveillance technology utilization and real-time situation awareness and incident response. It will discuss roles and collaboration among law enforcement, TSA, and airport security and emergency response assets. It will also explore strategies to mitigate existing vulnerabilities (e.g., airport screening and airline ticket counter queues).</p>
---	--	--	---

I hope you can join the discussion.

Thanks  
 Bart



Bart Elias, Ph.D.  
 Specialist in Aviation Safety, Security, and Technology  
 Congressional Research Service  
 Resources, Science, and Industry Division  
 Library of Congress  
 Washington DC 20540-7540

p. 202-707-7771  
 f. 202-707-7000

[belias@crs.loc.gov](mailto:belias@crs.loc.gov)

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**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [Mulcahy, Sheila \(DOT\)](#); [Burke, Robin \(DOT\)](#)  
**Subject:** Active Requisitions by HR Owner as of 05/21/19  
**Date:** Tuesday, May 21, 2019 9:09:25 AM  
**Attachments:** [Active Requisitions as of 5-21-19 by HR Owner.xlsx](#)  
[image001.png](#)

---

Good Morning Sheila and Robin,

Here is the current active requisitions for the Talent Acquisition staff. Please let me know if you have any questions about the report.

Thanks,

**Robert Dionne, SHRM-CP**  
**Massachusetts Department of Transportation**  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8545 | Fax 857.368.0601



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**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#); [Mulcahy, Sheila \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Tuesday, May 21, 2019 7:02:36 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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**From:** Oracle Business Intelligence  
**Sent:** Tuesday, May 21, 2019 7:00:58 AM (UTC-05:00) Eastern Time (US & Canada)  
**Subject:** DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Range, Scott \(POL\)](#)  
**To:** [Boyle, Christopher \(DOT\)](#)  
**Subject:** Fwd: Patch.com - Salem tale of two cities. The facial recognition argument has started by those that don't fully understand it.  
**Date:** Monday, May 20, 2019 8:04:36 PM

---

Sent from my iPhone

Begin forwarded message:

**From:** "Scott, James" <[JScott@sauguspd.com](mailto:JScott@sauguspd.com)>  
**Date:** May 20, 2019 at 6:13:12 PM EDT  
**To:** Undisclosed recipients:;  
**Subject:** [Patch.com](#) - Salem tale of two cities. The facial recognition argument has started by those that don't fully understand it.

<https://patch.com/massachusetts/salem/two-cities-two-views-facial-recognition-technology>

Hi Team, I get the privacy concerns regarding some of the issues behind facial recognition but the aspect we are using should not be a concern. We are simply taking a booking photo or license photo of a "suspected Impostor" and that is based on significant probable cause and we are comparing that photo with another known facial recognition data base such as the Dominican Republic Govt data base "CEDULA". I have started calling this process the "Third Thumb Print". Just like getting a biometric match on a set of prints this advancement in facial recognition has become that good. That license photo or booking photo which is a form of biometrics is like a third thumb which can be sent for analysis. We are simply looking for a match in another data base and the results are nothing short of amazing. Lets hope those that don't fully understand what is happening try and take this new and effective law enforcement tool away. That would only benefit the identity thieves, drug dealers and those stealing benefits.

Off. James Scott, Saugus MA PD, Ret-SMSgt, Security Forces, USAFR  
Identity Theft Expert/Instructor of the Universal Identity Theft Recognition Program called "Identifying the Impostor".

---

**From:** [Scott, James](#)  
**Subject:** Patch.com - Salem tale of two cities. The facial recognition argument has started by those that don't fully understand it.  
**Date:** Monday, May 20, 2019 6:17:47 PM

---

<https://patch.com/massachusetts/salem/two-cities-two-views-facial-recognition-technology>

Hi Team, I get the privacy concerns regarding some of the issues behind facial recognition but the aspect we are using should not be a concern. We are simply taking a booking photo or license photo of a "suspected Impostor" and that is based on significant probable cause and we are comparing that photo with another known facial recognition data base such as the Dominican Republic Govt data base "CEDULA". I have started calling this process the "Third Thumb Print". Just like getting a biometric match on a set of prints this advancement in facial recognition has become that good. That license photo or booking photo which is a form of biometrics is like a third thumb which can be sent for analysis. We are simply looking for a match in another data base and the results are nothing short of amazing. Lets hope those that don't fully understand what is happening try and take this new and effective law enforcement tool away. That would only benefit the identity thieves, drug dealers and those stealing benefits.

Off. James Scott, Saugus MA PD, Ret-SMSgt, Security Forces, USAFR  
Identity Theft Expert/Instructor of the Universal Identity Theft Recognition Program called "Identifying the Impostor".

---

**From:** [Steier, Paul](#)  
**To:** [Nolan, William J. \(DOT\)](#)  
**Subject:** Question on Facial Recognition  
**Date:** Friday, May 17, 2019 1:57:36 PM

---

Hi Bill,

I'm working on a best practice that AAMVA is completing regarding facial recognition. In our previous best practice we included a map showing which jurisdictions have or don't have facial recognition. Can you confirm that Massachusetts still has and utilizes facial recognition? Thanks for your help.

**Paul Steier | Law Enforcement Program Manager | AAMVA | 703.270.8932 | [psteier@aamva.org](mailto:psteier@aamva.org) | [www.aamva.org](http://www.aamva.org)**

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**From:** [PAUL E FOLEY](#)  
**To:** [FoleyHoag \(NFK\)](#)  
**Cc:** [Malhotra, Danish \(DOT\)](#); [Chiachio, Andrew P \(POL\)](#)  
**Subject:** Re: Quincy PD Imposter arrest # 18059442  
**Date:** Friday, May 17, 2019 12:44:19 PM

---

ADA Rodriguez,

Thank you again for the help on this case today, great job ! I have a copy of the original motion to suppress filed by attorney Oriosto Santana. Was that the same attorney today ? If not, could you kindly send me his new attorney's name and any motion that the new attorney filed so I may add it to our records. Thank you.

Trooper Chiachio, the Defendant defaulted on my charges and yours today so there should be a warrant in WMS NLT 15:00 hrs today. It is my understanding that the warrant will be in the name of his true identity (Hairon Manuel Antuna Martinez dob 12/18/82) with the alias of Carlos Esquilin dob 2/28/82 also appearing on the warrant. It is also my understanding that his BOP will be updated by probation to reflect same. ADA Rodriguez is also requesting that the warrant be entered in NCIC with full rendition in the New England States.

Trooper Malhotra, I can't thank you enough for taking the time to come out and assist us with this case today. Your consultation to the DA's office, the QPD prosecutor and the Probation Dept was critical in clarifying this very complex case and getting that warrant properly issued and the BOP properly updated ! You verified, corroborated and validated that everything Trooper Chiachio and I did was proper and reasonable. Please thank your supervisor for lending you to us today !

TFO Paul Foley  
Quincy MA PD K-9 Interdiction Unit  
South Shore Drug Task Force

Sent from my iPhone

On May 14, 2019, at 2:18 PM, Hoag, Foley (DAA) <[foley.hoag@state.ma.us](mailto:foley.hoag@state.ma.us)> wrote:

Excellent. Thank you. I will see you Friday morning.

---

**From:** PAUL E FOLEY [<mailto:PFOLEY@quincyma.gov>]  
**Sent:** Monday, May 13, 2019 11:05 PM  
**To:** FoleyHoag (NFK)  
**Cc:** Malhotra, Danish (DOT); Chiachio, Andrew P (POL); PAUL E FOLEY  
**Subject:** Quincy PD Imposter arrest # 18059442

ADA Rodriguez,

I will bring hard copies of everything on Friday but here are PDF copies (attached) of the following:



- All QPD reports filed to date
- Photos of the ID theft victim (Autistic and can not speak) who is currently residing in Puerto Rico
- Sworn statements signed by the victims Mother in the presence of U.S. CBP Agent. Statements are in Spanish but when translated say that her son is innocent of any criminal charges pending in Quincy Massachusetts, that he is intellectually disabled, that she is his primary care giver and that he has been the victim of identity theft in the past as well etc.
- Certified copies from the Government of the Dominican Republic identifying the true identity of the man I arrested as Hairoon Manuel Antuna-Martinez DOB 12-18-1982. Facial recognition and finger prints confirm and corroborate this.

TFO Paul Foley, badge # 5114  
Quincy Police K-9 Interdiction Unit  
South Shore Drug Task Force

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**From:** PAUL E FOLEY  
**Sent:** Monday, May 13, 2019 10:34 PM  
**To:** PAUL E FOLEY  
**Subject:** 20190512221856152.pdf

The content of this email is confidential and intended for the designated recipient specified above. If you are not the intended recipient, then you received this message by mistake. Please notify the sender of the mistake by replying to this message and then immediately delete it from your computer. It is strictly forbidden to share any part of this message with any third party, without written consent of the sender.

**From:** [Rinella, Matthew \(DOT\)](#)  
**To:** [O'Leary, Paul \(DOT\)](#); [Uy, Lorraine \(DOT\)](#)  
**Cc:** [McSweeney, David \(DOT\)](#); [Bergman, Stuart \(DOT\)](#)  
**Subject:** FW: SharePoint 2007 Upgrade to SharePoint Online Phase II - Follow-up  
**Date:** Friday, May 17, 2019 12:42:46 PM  
**Attachments:** [Checked Out Files Report.xlsx](#)  
[Final Site Details- Batch 2.xlsx](#)

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Please be available for the below.

Thank you.

Matthew Rinella  
Director of Accounting & Financial Reporting  
Massachusetts Department of Transportation  
Phone: (857)-368-9070  
Fax: (857)-368-0637

---

**From:** Leccese, Douglas (DOT)  
**Sent:** Tuesday, May 14, 2019 4:31 PM  
**To:** Amato, John E. (DOT); Baldassarro, Bernard X. (DOT); Ball, Dawn (DOT); Barry, Germaine (DOT); Betts, William (DOT); Brandon, Lawrence (DOT); Breen, Marie (DOT); Brewer, Michael (DOT); Bristol, Susan (DOT); Brooks, James E. (DOT); Brown, Karen A. (DOT); Cadorette, John (DOT); Carter, Annemarie (DOT); Castro, Nady (DOT); Champlin, Tom (DOT); Chanthaboun, Sye (DOT); Cheney, Dana (DOT); Chetpelly, Naresh (DOT); Chirokas, David (DOT); Collaro-Surette, Cheryl (DOT); Cousin, Stephen G. (DOT); Cousins, Rosalee (DOT); Crochiere, Kenneth J. (DOT); Dinunzio, Rita (DOT); Dionne, Robert (DOT); DiOrio, Brian E. (DOT); DiPaolo, Thomas A. (DOT); DiPietro, Robert S. (DOT); Duverge, Raquel (DOT); Eagan, Alida (DOT); Faria, Kevin (DOT); Fernandes, Miguel (DOT); Ferringo, William (DOT); Foley, Karyn L. (DOT); Garbaczski, Paul (DOT); Giando, Robin R. (DOT); Grace, Augusto (DOT); Greene, Joel (DOT); Hamel, Roger J. (DOT); Hamwey, Scott (DOT); Hart, Lisa (DOT); Hayes, Meredith C. (DOT); Hughes, Carl (DOT); Hyland, John (DOT); Jean-Paul, Lesly (DOT); Jones, Gail (DOT); Kandel, Suman (DOT); Kane, Jennifer (DOT); Karthigesan, Jothie (DOT); Kelleher, Brian M. (DOT); Khanna, Rick (DOT); Knapp, David (DOT); Kofitsas, Kostas M. (DOT); Kolla, Narayana (DOT); Korsunsky, Julia (DOT); Lavallee, Paul (DOT); Lee, Donna M. (DOT); Lopes, Kevin (DOT); Lotti, Katherine (DOT); Lozada, John (DOT); Lyons, Maryellen (DOT); Makie, Joan (DOT); Martorana, Craig (DOT); McCollem, Steve (DOT); McGonagle, Dan (DOT); McLaughlin, Steve E. (DOT); Mirabella, Steve (DOT); Moore, William A. (DOT); Navarro, Tom (DOT); Nawrocki, Diane (DOT); Nelson, Jim (DOT); Newberry, Jesse (DOT); Newton, Mark (DOT); Olorunwunmi, Omotunde (DOT); O'Neil, Karen (DOT); O'Neill, Steven D. (DOT); Palavalsa, Kavitha (DOT); Paluses, Robert (DOT); Perduyn, Karen (DOT); Pomakis, Jim (DOT); Ramirez, Alwin T. (DOT); Richard, Jennifer L. (DOT); Riggins, Jerrell (DOT); Rigney, Joseph (DOT); Rinella, Matthew (DOT); Robida, James R. (DOT); Roddy, Samantha (DOT); Rosenberg, Harri (DOT); Sanchez, Miguel (DOT); Seavey, T. Chris (DOT); Shrader, Justin (DOT); Silbaugh, Owen (DOT); Silva, Victor (DOT); Silvernail, Paul (DOT); Sims, Andrew (DOT); Slack, Justin (DOT); Sobczynski, Gregory (DOT); Soma, Stephen (DOT); Spatafore, Michael (DOT); Spriggs, Nicole (DOT); Stowe, William (DOT); Kandel, Suman (DOT); Swan, Adam J. (DOT); Tagzine, Hichame (DOT); Tilley, James (DOT); Tobias, Maria (DOT); Tomkavage, Nicholas (DOT); Totakura, Pruthvi Kumar (DOT); Treanor, Christopher (DOT); Turner, Virginia (DOT); Ummadi, Ramakrishna (DOT); Uy, Lorraine (DOT); Valovcin, Darryl (DOT); Vaughn, Michelle (DOT); Warren, Aric (DOT); Withington, Mark (DOT); Witt, William (DOT); Yee, Bill (DOT); Young, Dana (DOT)  
**Cc:** Kandel, Suman (DOT); Jean-Paul, Lesly (DOT); Rosenberg, Harri (DOT); Newberry, Jesse (DOT); Newton, Mark (DOT); Witt, William (DOT); Ball, Dawn (DOT); Bedard, David (DOT); Tilley, James (DOT); Treanor, Christopher (DOT)  
**Subject:** SharePoint 2007 Upgrade to SharePoint Online Phase II - Follow-up

Hi SharePoint users,

This e-mail is a follow-up to the message we sent out on Wednesday, 5/1/2019.

We have completed the Phase II sites migrating/copying of the production SharePoint 2007 data to SharePoint Online. The attachment contains the site details for Phase II.

The next task on the project is User Acceptance Testing (UAT), which is scheduled from 5/21/2019 – 5/24/2019.

**Site owners are requested to be available during this time to verify that their site's functionality is correct as SharePoint 2007.**

**During the final Phase II migration of SharePoint 2007, the existing sites will only have READ ONLY ACCESS on 5/28/2019. During this time if you require to update any document, please copy/download those documents from SharePoint 2007 to a location (Network/Local Drive) where you can edit them. After the UAT Testing and full migration is complete, users can then upload the documents to their SharePoint Sites.**

Phase II of the migration project encompasses over 350 sites. We are asking all site owners to review the options listed below and let us know which option suits your needs for this phase of the migration. Please e-mail us back with your option so we can plan your option accordingly.

Options:

1. Delete the site with the data if you don't need it anymore or if a copy of the data exists on a Network/Local Drive.
2. Just archive the data if you don't know what is it there. No Testing is required.
3. If you know what is in your site, please test/verify SharePoint 2007 vs SharePoint Online to make sure we have everything in there. This is going to be your final production site.

**NOTE: Please make sure the following items have been taken care before the final migration begins.**

1. Make sure there are no documents that have been **"Checked Out"**. If there are, the last saved version will be migrated over and any updates to **"Checked Out"** document will be lost. Please make sure that all **"Checked Out"** documents have been **"Checked In"**.
  - a. If you have already **"Checked In"** your documents, please ignore this task.
2. Any Workflow Instances that are currently **"In process"** status have been completed or stopped.
3. Communicate to all of your site users the tasks and timelines outlined in this e-mail for their knowledge.
4. Please let us know the Primary and Secondary person you have identified for verifying your site.

In future communications we will be sending out the new site details including SharePoint Online URLs and a test plan for your SharePoint Online site.

If you have any questions or concerns regarding this process, please do not hesitate to

contact Suman Kandel or myself.

Thank you,

Doug

**Doug Leccese**

SR. Business Analyst

E: [Douglas.Leccese@dot.state.ma.us](mailto:Douglas.Leccese@dot.state.ma.us)

P: 1 (857) 368-9807 (office)



---

**From:** Leccese, Douglas (DOT)

**Sent:** Wednesday, May 01, 2019 4:31 PM

**To:** Amato, John E. (DOT) <John.Amato@dot.state.ma.us>; Baldassaro, Bernard X. (DOT) <Bernard.Baldassaro@dot.state.ma.us>; Ball, Dawn (DOT) <Dawn.Ball@dot.state.ma.us>; Barry, Germaine (DOT) <Germaine.Barry@dot.state.ma.us>; Betts, William (DOT) <William.T.Betts@dot.state.ma.us>; Brandon, Lawrence (DOT) <Lawrence.Brandon@dot.state.ma.us>; Breen, Marie (DOT) <Marie.Breen@dot.state.ma.us>; Brewer, Michael (DOT) <Michael.Brewer@dot.state.ma.us>; Bristol, Susan (DOT) <Susan.Bristol@dot.state.ma.us>; Brooks, James E. (DOT) <James.E.Brooks@dot.state.ma.us>; Brown, Karen A. (DOT) <Karen.A.Brown@dot.state.ma.us>; Cadorette, John (DOT) <John.Cadorette@dot.state.ma.us>; Carter, Annemarie (DOT) <Annemarie.Carter@dot.state.ma.us>; Castro, Nady (DOT) <Nady.K.Castro@dot.state.ma.us>; Champlin, Tom (DOT) <Tom.Champlin@MassMail.State.MA.US>; Chanthaboun, Sye (DOT) <Sye.Chanthaboun@dot.state.ma.us>; Cheney, Dana (DOT) <Dana.Cheney@dot.state.ma.us>; Chetpelly, Naresh (DOT) <Naresh.Chetpelly@dot.state.ma.us>; Chirokas, David (DOT) <David.Chirokas@dot.state.ma.us>; Collaro-Surrette, Cheryl (DOT) <Cheryl.Collaro-Surrette@dot.state.ma.us>; Cousin, Stephen G. (DOT) <Stephen.G.Cousin@dot.state.ma.us>; Cousins, Rosalee (DOT) <Rosalee.Cousins@dot.state.ma.us>; Crochiere, Kenneth J. (DOT) <Kenneth.Crochiere@dot.state.ma.us>; Dinunzio, Rita (DOT) <Rita.Dinunzio@dot.state.ma.us>; Dionne, Robert (DOT) <Robert.Dionne@dot.state.ma.us>; DiOrio, Brian E. (DOT) <Brian.DiOrio@dot.state.ma.us>; DiPaolo, Thomas A. (DOT) <Thomas.DiPaolo@dot.state.ma.us>; DiPietro, Robert S. (DOT) <Robert.DiPietro@dot.state.ma.us>; Duverge, Raquel (DOT) <Raquel.Duverge@dot.state.ma.us>; Eagan, Alida (DOT) <Alida.Eagan@dot.state.ma.us>; Faria,

Kevin (DOT) <kevin.faria@dot.state.ma.us>; Fernandes, Miguel (DOT)  
<Miguel.Fernandes@dot.state.ma.us>; Ferringo, William (DOT)  
<William.Ferringo@dot.state.ma.us>; Foley, Karyn L. (DOT) <Karyn.Foley@dot.state.ma.us>;  
Garbaczski, Paul (DOT) <Paul.Garbaczski@dot.state.ma.us>; Giando, Robin R. (DOT)  
<Robin.Giando@dot.state.ma.us>; Grace, Augusto (DOT) <Augusto.Grace@dot.state.ma.us>;  
Greene, Joel (DOT) <Joel.Greene@dot.state.ma.us>; Hamel, Roger J. (DOT)  
<Roger.Hamel@dot.state.ma.us>; Hamwey, Scott (DOT) <Scott.Hamwey@dot.state.ma.us>; Hart,  
Lisa (DOT) <Lisa.Hart@dot.state.ma.us>; Hayes, Meredith C. (DOT)  
<Meredith.C.Hayes@dot.state.ma.us>; Hughes, Carl (DOT) <Carl.M.Hughes@dot.state.ma.us>;  
Hyland, John (DOT) <John.Hyland@dot.state.ma.us>; Jean-Paul, Lesly (DOT) <Lesly.Jean-  
Paul@dot.state.ma.us>; Jones, Gail (DOT) <Gail.Jones@dot.state.ma.us>; Kandel, Suman (DOT)  
<Suman.Kandel@dot.state.ma.us>; Kane, Jennifer (DOT) <Jennifer.Kane@dot.state.ma.us>;  
Karthigesan, Jothie (DOT) <Jothie.Karthigesan@dot.state.ma.us>; Kelleher, Brian M. (DOT)  
<Brian.Kelleher@dot.state.ma.us>; Khanna, Rick (DOT) <Rick.Khanna@dot.state.ma.us>; Knapp,  
David (DOT) <David.Knapp@dot.state.ma.us>; Kofitsas, Kostas M. (DOT)  
<Kostas.Kofitsas@dot.state.ma.us>; Kolla, Narayana (DOT) <Narayana.Kolla@dot.state.ma.us>;  
Korsunsky, Julia (DOT) <Julia.Korsunsky@dot.state.ma.us>; Lavallee, Paul (DOT)  
<Paul.Lavallee@dot.state.ma.us>; Lee, Donna M. (DOT) <Donna.Lee@dot.state.ma.us>; Lopes, Kevin  
(DOT) <Kevin.Lopes@dot.state.ma.us>; Lotti, Katherine (DOT) <Katherine.Lotti@dot.state.ma.us>;  
Lozada, John (DOT) <John.Lozada@dot.state.ma.us>; Lyons, Maryellen (DOT)  
<Maryellen.Lyons@dot.state.ma.us>; Makie, Joan (DOT) <Joan.Makie@dot.state.ma.us>;  
Martorana, Craig (DOT) <Craig.Martorana@dot.state.ma.us>; McCollem, Steve (DOT)  
<Steve.McCollem@dot.state.ma.us>; McGonagle, Dan (DOT) <Dan.McGonagle@dot.state.ma.us>;  
McLaughlin, Steve E. (DOT) <Steve.McLaughlin@dot.state.ma.us>; Mirabella, Steve (DOT)  
<Steve.Mirabella@dot.state.ma.us>; Moore, William A. (DOT) <William.Moore@dot.state.ma.us>;  
Navarro, Tom (DOT) <Tom.Navarro@dot.state.ma.us>; Nawrocki, Diane (DOT)  
<Diane.Nawrocki@dot.state.ma.us>; Nelson, Jim (DOT) <Jim.Nelson@dot.state.ma.us>; Newberry,  
Jesse (DOT) <Jesse.Newberry@dot.state.ma.us>; Newton, Mark (DOT)  
<Mark.Newton@dot.state.ma.us>; Olorunwunmi, Omotunde (DOT)  
<Omotunde.Olorunwunmi@dot.state.ma.us>; O'Neil, Karen (DOT) <Karen.ONeil@dot.state.ma.us>;  
O'Neill, Steven D. (DOT) <Steven.D.ONeill@dot.state.ma.us>; Palavalsa, Kavitha (DOT)  
<Kavitha.Palavalsa@dot.state.ma.us>; Paluses, Robert (DOT) <Robert.Paluses@dot.state.ma.us>;  
Perduyn, Karen (DOT) <karen.perduyn@dot.state.ma.us>; Pomakis, Jim (DOT)  
<Jim.Pomakis@dot.state.ma.us>; Ramirez, Alwin T. (DOT) <Alwin.Ramirez@dot.state.ma.us>;  
Richard, Jennifer L. (DOT) <Jennifer.Richard@dot.state.ma.us>; Riggins, Jerrell (DOT)  
<Jerrell.Riggins@dot.state.ma.us>; Rigney, Joseph (DOT) <Joseph.Rigney@dot.state.ma.us>; Rinella,  
Matthew (DOT) <Matthew.Rinella@dot.state.ma.us>; Robida, James R. (DOT)  
<James.Robida@dot.state.ma.us>; Roddy, Samantha (DOT) <Samantha.Roddy@dot.state.ma.us>;  
Rosenberg, Harri (DOT) <harri.rosenberg@dot.state.ma.us>; Sanchez, Miguel (DOT)  
<Miguel.Sanchez@dot.state.ma.us>; Seavey, T. Chris (DOT) <Chris.T.Seavey@dot.state.ma.us>;  
Shrader, Justin (DOT) <Justin.Shrader@dot.state.ma.us>; Silbaugh, Owen (DOT)  
<Owen.Silbaugh@dot.state.ma.us>; Silva, Victor (DOT) <Victor.Silva@dot.state.ma.us>; Silvernail,  
Paul (DOT) <Paul.R.Silvernail@dot.state.ma.us>; Sims, Andrew (DOT)  
<Andrew.Sims@dot.state.ma.us>; Slack, Justin (DOT) <Justin.Slack@dot.state.ma.us>; Sobczynski,  
Gregory (DOT) <Gregory.Sobczynski@dot.state.ma.us>; Soma, Stephen (DOT)

<Stephen.Soma@dot.state.ma.us>; Spatafore, Michael (DOT)  
<Michael.Spatafore@dot.state.ma.us>; Spriggs, Nicole (DOT) <Nicole.Spriggs@dot.state.ma.us>;  
Stowe, William (DOT) <William.Stowe@dot.state.ma.us>; Kandel, Suman (DOT)  
<Suman.Kandel@dot.state.ma.us>; Swan, Adam J. (DOT) <Adam.Swan@dot.state.ma.us>; Tagzine,  
Hichame (DOT) <Hichame.Tagzine@dot.state.ma.us>; Tilley, James (DOT)  
<James.Tilley@dot.state.ma.us>; Tobias, Maria (DOT) <Maria.Tobias@dot.state.ma.us>; Tomkavage,  
Nicholas (DOT) <Nicholas.Tomkavage@dot.state.ma.us>; Totakura, Pruthvi Kumar (DOT)  
<PruthviKumar.Totakura@dot.state.ma.us>; Treanor, Christopher (DOT)  
<Christopher.Treanor@dot.state.ma.us>; Turner, Virginia (DOT) <Virginia.Turner@dot.state.ma.us>;  
Ummadi, Ramakrishna (DOT) <Ramakrishna.Ummadi@dot.state.ma.us>; Uy, Lorraine (DOT)  
<Lorraine.Uy@dot.state.ma.us>; Valovcin, Darryl (DOT) <Darryl.Valovcin@dot.state.ma.us>; Vaughn,  
Michelle (DOT) <Michelle.Vaughn@dot.state.ma.us>; Warren, Aric (DOT)  
<Aric.Warren@dot.state.ma.us>; Withington, Mark (DOT) <Mark.Withington@dot.state.ma.us>;  
Witt, William (DOT) <William.Witt@dot.state.ma.us>; Yee, Bill (DOT) <Bill.Yee@dot.state.ma.us>;  
Young, Dana (DOT) <Dana.Young@dot.state.ma.us>  
**Cc:** Kandel, Suman (DOT) <Suman.Kandel@dot.state.ma.us>; Jean-Paul, Lesly (DOT) <Lesly.Jean-  
Paul@dot.state.ma.us>; Rosenberg, Harri (DOT) <harri.rosenberg@dot.state.ma.us>; Newberry,  
Jesse (DOT) <Jesse.Newberry@dot.state.ma.us>; Newton, Mark (DOT)  
<Mark.Newton@dot.state.ma.us>; Witt, William (DOT) <William.Witt@dot.state.ma.us>; Ball, Dawn  
(DOT) <Dawn.Ball@dot.state.ma.us>; Bedard, David (DOT) <David.Bedard@dot.state.ma.us>; Tilley,  
James (DOT) <James.Tilley@dot.state.ma.us>; Treanor, Christopher (DOT)  
<Christopher.Treanor@dot.state.ma.us>

**Subject:** SharePoint 2007 Upgrade to SharePoint Online Phase II

Hello SharePoint Users !

massDOT IT is currently upgrading the current SharePoint 2007 to a Microsoft SharePoint Online O365 environment by the end of June 2019, since the current environment will no longer be supported by Microsoft.

We are trying to minimize the impact to all site owners, Internal and External users with this new upgrade, therefore this migration is part of a three phase approach for this upgrade. The first phase of the project is currently underway with Phase 1 site owners currently in the User Acceptance Testing (UAT) stage.

The next phase of the project is to reach out to the second batch of Site Owners. The Site Owners on this distribution list have been designated for Phase 2 migration of the project.

For Phase 2, we have begun initial copying of the data to SharePoint Online and UAT is set to begin on 5/21/2019.

***There are tasks that must be completed by the site owners prior to UAT testing to ensure there is minimal impact to users. They are:***

1. The first is to make sure there are no documents that have been **“Checked Out”**. If there

are, the last saved version will be migrated over and any updates to “**Check Out**” documents will be lost. Please make sure that all “**Checked Out**” documents have been “**Checked In**”.

2. The second is to make sure that any Workflow Instances that are currently “**In process**” status have been completed or stopped.

**NOTE: During the UAT testing, the site owners would need to be available to test and verify that their site is functioning as expected starting on Tuesday, 5/21/2019 through Monday, 5/27/2019 . If a primary admin is not available during this time, please provide a secondary admin resource name to contact.**

**During the final Phase 2 migration of SharePoint 2007, the existing sites will only have READ ONLY ACCESS on 5/28/2019. During this time if you require to update any document, please copy/download those documents from SharePoint 2007 to a location (Network/Local Drive) where you can edit them. After the UAT Testing and full migration is complete, users can then upload the documents to their SharePoint Sites.**

In future e-mails we will be reaching out to all site owners and will be following up and providing status of project, URL’s for testing and tasks needed to be completed before UAT begins.

Attached are two documents, the first is a site details sheet where you can find information about your site. The second, is a spreadsheet containing “**Checked Out**” documents that need to be “**Checked In**”.

If you have any questions or concerns please do not hesitate to contact Suman Kandel or myself.

Thank you,

Doug

**Doug Leccese**

SR. Business Analyst

E: [Douglas.Leccese@dot.state.ma.us](mailto:Douglas.Leccese@dot.state.ma.us)

P: 1 (857) 368-9807 (office)



**From:** [Boyle, Christopher \(DOT\)](#)  
**To:** [Gallant, Steven \(POL\)](#)  
**Cc:** [Range, Scott \(POL\)](#); [Thibault, Amy \(POL\)](#); [Nolan, William J. \(DOT\)](#)  
**Subject:** Weekly Stats 5.18.19  
**Date:** Friday, May 17, 2019 11:55:39 AM  
**Attachments:** [image001.png](#)

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Captain,

Weekly FIU stats for week ending 05/18/19:

Arrests: 1 S/W Execution and Arrest in Quincy

The FIU received 1 new State To State referral to be investigated.

The FIU received 1 request from local, state, and federal agencies for RMV documents in regards to on-going investigations.

The FIU replied to and assisted with 4 Facial Recognition requests from the Fusion Center.

Facial Recognition stats:

Automated Matches: 4909

Data Errors: 42

Criminal Cases: 13

Agency Assists: 5

Respectfully,

Chris

Sergeant Christopher Boyle  
Massachusetts State Police  
Division of Homeland Security and Preparedness  
Fraud Identification Unit  
10 Park Plaza, 2<sup>nd</sup> Floor  
Boston, MA 02116  
[christopher.boyle@state.ma.us](mailto:christopher.boyle@state.ma.us)  
cell: 781-738-7286





**From:** [Genest, Mary \(DOT\)](#)  
**To:** [Lavoie, Sara \(DOT\)](#)  
**Subject:** SQR 7874: Email (Include IDs Tab Data as an Option on the Digitized Image Report)  
**Date:** Friday, May 17, 2019 11:09:35 AM

---

Hi Sara,

Would it be possible for you to send a screen shot of this report you want modified? If not, I will catch up with you next week when you are in Quincy.

Thanks,  
Mary

---

## **SQR 7874: Include IDs Tab Data as an Option on the Digitized Image Report**

Low (Level 4) Production Support Change SQR for Reports raised from MA RMV Production by Sara Lavoie on Apr 25, 2019, Contact Person MR.smccollem.

PS - Assigned and assigned to MR.mgenest.

---

## **Logs**

**Created by MR.batch on May 14, 2019 1:20:46 PM**

\*\*\* SQR Created from ATLAS Solution Request [Case Key: 941519616] \*\*\*

As the mainframe sunsets, a unique "ATLAS Key" will now identify all individuals and the use of the "ALARS surrogate" will cease EXCEPT to support the Idemia interface and work within the Issuance 360 product. Issuance 360 is used to generate identity fraud cases for both criminal and administrative sanctioning.

As a result, there is a need to make sure the RMV can produce an official record that shows that while two identifiers exist, both are assigned to the same individual. We propose doing this by adding the identifying data elements found in the IDs tab to an existing report that is frequently produced and certified for official purposes.

This would be accomplished by designing, formatting and adding the IDs tab data to the existing Digitized Image Report which is produced to support law enforcement and state and federal prosecutions.

The inclusion of the IDs tab details should be an additional option (a check box), there are 3 options today with the Digitized Image Report, for the user generating the report to select and include as part of the official record.

Legal scrutiny of facial recognition technologies will only increase, we propose this

solution to reduce the likelihood of challenges to our system and processes. For example, we would never want a court to toss an identity fraud case because a defense attorney made a compelling argument that we failed to connect the use of these two separate identifying numbers to the same person.

**Status changed from PS - Submitted to PS - Prioritize by MR.Brian Winkler on May 17, 2019 9:28:21 AM**

**Priority changed from Needs Prioritization to Low (Level 4) by MR.Brian Winkler on May 17, 2019 9:28:27 AM**

**Status changed from PS - Prioritize to PS - Assigned by MR.Brian Winkler on May 17, 2019 9:28:37 AM**

**Assigned to MR.Mary Genest by MR.Brian Winkler on May 17, 2019 9:28:37 AM**

**Email sent to Sara Lavoie <sara.lavoie@state.ma.us> by MR.mgenest on May 17, 2019 11:11:22 AM**

To: sara.lavoie@state.ma.us

SQR 7874: Email (Include IDs Tab Data as an Option on the Digitized Image Report)

Hi Sara,

Would it be possible for you to send a screen shot of this report you want modified? If not, I will catch up with you next week when you are in Quincy.

Thanks,  
Mary

**From:** [Ogilvie, Colleen \(DOT\)](#)  
**To:** [Gleason, Margaret \(ATLAS\)](#)  
**Subject:** deck  
**Date:** Friday, May 17, 2019 10:32:32 AM  
**Attachments:** [ATLAS ESC May 21 2019 V4 draft .pptx](#)

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**From:** [Brian.Winkler@dot.state.ma.us](mailto:Brian.Winkler@dot.state.ma.us)  
**To:** [mary.genest@state.ma.us](mailto:mary.genest@state.ma.us)  
**Subject:** SQR 7874 has been assigned to you (Include IDs Tab Data as an Option on the Digitized Image Report)  
**Date:** Friday, May 17, 2019 9:26:55 AM

---

## **SQR 7874: Include IDs Tab Data as an Option on the Digitized Image Report**

Low (Level 4) Production Support Change SQR for Reports raised from MA RMV Production by Sara Lavoie on Apr 25, 2019, Contact Person MR.smccollem.

PS - Assigned and assigned to MR.mgenest.

---

### **Logs**

**Created by MR.batch on May 14, 2019 1:20:46 PM**

\*\*\* SQR Created from ATLAS Solution Request [Case Key: 941519616] \*\*\*

As the mainframe sunsets, a unique "ATLAS Key" will now identify all individuals and the use of the "ALARS surrogate" will cease EXCEPT to support the Idemia interface and work within the Issuance 360 product. Issuance 360 is used to generate identity fraud cases for both criminal and administrative sanctioning.

As a result, there is a need to make sure the RMV can produce an official record that shows that while two identifiers exist, both are assigned to the same individual. We propose doing this by adding the identifying data elements found in the IDs tab to an existing report that is frequently produced and certified for official purposes.

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Legal scrutiny of facial recognition technologies will only increase, we propose this solution to reduce the likelihood of challenges to our system and processes. For example, we would never want a court to toss an identity fraud case because a defense attorney made a compelling argument that we failed to connect the use of these two separate identifying numbers to the same person.

**Status changed from PS - Submitted to PS - Prioritize by MR.Brian Winkler on May 17, 2019 9:28:21 AM**

**Priority changed from Needs Prioritization to Low (Level 4) by MR.Brian Winkler on**

**May 17, 2019 9:28:27 AM**

**Status changed from PS - Prioritize to PS - Assigned by MR.Brian Winkler on May 17, 2019 9:28:37 AM**

**Assigned to MR.Mary Genest by MR.Brian Winkler on May 17, 2019 9:28:37 AM**

**From:** [David, Hannah \(DOT\)](#)  
**To:** [Ogilvie, Colleen \(DOT\)](#); [Primerano, John \(DOT\)](#); [Gleason, Margaret \(ATLAS\)](#)  
**Subject:** RE: May ESC deck assignments...  
**Date:** Thursday, May 16, 2019 6:25:12 PM  
**Attachments:** [ATLAS ESC May 21 2019 V3 draft .pptx](#)

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Testing slide – Done

Application Support slide – John is working on it.

Colleen has a rough draft of few other slides.

## Hannah David

Atlas Project Team, Project Manager  
25 Newport Ave  
Quincy, MA 02171

---

**From:** David, Hannah (DOT)  
**Sent:** Wednesday, May 15, 2019 6:42 PM  
**To:** Ogilvie, Colleen (DOT) <[Colleen.Ogilvie@dot.state.ma.us](mailto:Colleen.Ogilvie@dot.state.ma.us)>; Primerano, John (DOT) <[John.Primerano@dot.state.ma.us](mailto:John.Primerano@dot.state.ma.us)>; Gleason, Margaret (ATLAS) <[margaret.gleason@dot.state.ma.us](mailto:margaret.gleason@dot.state.ma.us)>  
**Subject:** RE: May ESC deck assignments...

Updated slides.

Testing slide – Maggie is working on it.

Application Support slide – John is working on it.

Colleen has a rough draft of few other slides.

Thanks,

## Hannah David

Atlas Project Team, Project Manager  
25 Newport Ave  
Quincy, MA 02171

---

**From:** David, Hannah (DOT)  
**Sent:** Monday, May 13, 2019 3:41 PM  
**To:** Ogilvie, Colleen (DOT) <[Colleen.Ogilvie@dot.state.ma.us](mailto:Colleen.Ogilvie@dot.state.ma.us)>; Primerano, John (DOT) <[John.Primerano@dot.state.ma.us](mailto:John.Primerano@dot.state.ma.us)>; Gleason, Margaret (ATLAS) <[margaret.gleason@dot.state.ma.us](mailto:margaret.gleason@dot.state.ma.us)>  
**Subject:** RE: May ESC deck assignments...

Updated 4 slides.

Hannah

**Hannah David**

Atlas Project Team, Project Manager  
25 Newport Ave  
Quincy, MA 02171

---

**From:** Ogilvie, Colleen (DOT)

**Sent:** Friday, May 10, 2019 7:27 PM

**To:** David, Hannah (DOT) <[Hannah.David@dot.state.ma.us](mailto:Hannah.David@dot.state.ma.us)>; Primerano, John (DOT) <[John.Primerano@dot.state.ma.us](mailto:John.Primerano@dot.state.ma.us)>; Gleason, Margaret (ATLAS) <[Margaret.Gleason@dot.state.ma.us](mailto:Margaret.Gleason@dot.state.ma.us)>

**Subject:** May ESC deck assignments...

Hi Everyone,

Attached is the draft outline of the ESC deck. I've made assignments on each slide. Our goal is to have a completed draft deck for Erin by close of business Weds, May 15. She is away next week at the AAMVA conference so we need to get it to her on Weds.

Last we spoke, we said we would do an update on testing. Secretary Pollack has asked for a Communications strategy update.-Ralph will prepare those slides.

Do we need to leave slide 7 where it is or should we move to the appendix?

Each of us should just send the revised slides assigned to us (and not the entire deck) to Hannah to compile.

Colleen

**From:** [PAUL E. FOLEY](#)  
**To:** [FoleyHoag \(NFK\)](#)  
**Cc:** [Malhotra, Danish \(DOT\)](#); [Chiachio, Andrew P \(POL\)](#); [DENNIS M MALONEY](#); [TIMOTHY S MORAN](#)  
**Subject:** PCSD finger print report.pdf  
**Date:** Thursday, May 16, 2019 6:00:36 PM  
**Attachments:** [PCSD finger print report.pdf](#)  
[ATT00001.txt](#)

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ADA Rodriguez,

I sent you the certified copies from the Dominican Republic's Cedula (their version of the RMV) in a previous email. Those copies included photo and finger prints of the ID thief now known as [REDACTED]. This was confirmed and corroborated by a facial recognition match by CBP/HSI as well as a finger print match by a latent print expert at the Plymouth County Sheriff's Crime Lab (report below).

I realize tomorrow's motion is for the stop and the extended detention (not the question of identity) but with this amount of evidence that he is not who he says he is maybe we could request the defendant be sworn in prior to the motion and asked to state his given name at birth for the record ? The complaint and docket currently shows the ID victims information [REDACTED]. Just a thought. See you in the morning !

Paul

The content of this email is confidential and intended for the designated recipient specified above. If you are not the intended recipient, then you received this message by mistake. Please notify the sender of the mistake by replying to this message and then immediately delete it from your computer. It is strictly forbidden to share any part of this message with any third party, without written consent of the sender.



**From:** [Ariely, Michael \(DOT\)](#)  
**To:** [Best, Lewis P](#)  
**Cc:** [mikeariely@gmail.com](mailto:mikeariely@gmail.com)  
**Subject:** Mike Ariely  
**Date:** Thursday, May 16, 2019 3:01:00 PM  
**Attachments:** [M Ariely Resume\\_0132\\_040119.pdf](#)  
[image003.png](#)  
[image004.png](#)  
[image005.png](#)

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Lou,

Thank you for taking the time today, it is very much appreciated.

I have attached my resume to this email.

Thank you,

Mike

## Michael Ariely

Supervisor of Enforcement Services | MassDOT  
Main Line: 857-368-9500 | Fax: 857-368-0649  
Direct: 857-368-8601 | 24hr: 617-784-6552  
Email: [Michael.Ariely@State.MA.US](mailto:Michael.Ariely@State.MA.US)



---

**From:** Best, Lewis P [mailto:[Lewis.Best@amtrak.com](mailto:Lewis.Best@amtrak.com)]  
**Sent:** Tuesday, October 9, 2018 4:51 PM  
**To:** Ariely, Michael (DOT)  
**Subject:** RE: Follow-up - RMV-1 RMV1 Fillable

Mike,

Thanks again for all your help today. Please call if I can ever be of assistance.



Captain Lew Best

Amtrak Police Department  
2 South Station  
Boston, MA 02110  
Office: 617-345-7511  
Cell: 617-991-6677  
APD 24 Hr: 800-331-0008  
E-Mail: [Lewis.Best@amtrak.com](mailto:Lewis.Best@amtrak.com)  
FBI NA 244th

---

**From:** Ariely, Michael (DOT) [mailto:Michael.Ariely@dot.state.ma.us]

**Sent:** Tuesday, October 09, 2018 11:38 AM

**To:** Best, Lewis P <Lewis.Best@amtrak.com>

**Subject:** RMV-1 RMV1 Fillable

**From:** [Fiorillo, Anthony \(DOT\)](#)  
**To:** [Cinelli, Mary S. \(DOT\)](#)  
**Cc:** [Fiorillo, Anthony \(DOT\)](#)  
**Subject:** Road Testing Consistency Among RTE"s  
**Date:** Thursday, May 16, 2019 2:56:20 PM  
**Attachments:** [Road Testing Consistency Issues-version-1.doc](#)

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Hi Sue,

Revising the Road Test Score Sheet will not provide consistency among the Road Testing Program unless we all discuss the issues as outlined on the attached document. Most likely, there will be other issues that will require discussions. Here is a copy of consistency issues which I drafted up several years ago. If I can help, please let me know.

**From:** [Chanthaboun, Sye \(DOT\)](#)  
**To:** [Leccese, Douglas \(DOT\)](#)  
**Cc:** [Kandel, Suman \(DOT\)](#); [Faria, Kevin \(DOT\)](#)  
**Subject:** RE: SharePoint 2007 Upgrade to SharePoint Online Phase II - Follow-up  
**Date:** Thursday, May 16, 2019 2:38:56 PM  
**Attachments:** [Final Site Details- Batch 2 Sye and Kevin.xlsx](#)

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Doug,

Attached is an updated spreadsheet that includes a disposition of the sites for me and Kevin. I have not deleted any of the sites yet, so let me know if you guys can delete them or if I should.

Thanks,  
Sye

-----  
Sye Chanthaboun  
857-368-7722

---

**From:** Leccese, Douglas (DOT)  
**Sent:** Wednesday, May 15, 2019 4:33 PM  
**To:** Chanthaboun, Sye (DOT) <[Sye.Chanthaboun@dot.state.ma.us](mailto:Sye.Chanthaboun@dot.state.ma.us)>  
**Cc:** Kandel, Suman (DOT) <[Suman.Kandel@dot.state.ma.us](mailto:Suman.Kandel@dot.state.ma.us)>  
**Subject:** RE: SharePoint 2007 Upgrade to SharePoint Online Phase II - Follow-up

Hi Sye,

You can delete the sites but please let us know which ones you are deleting so we can track them and make sure we exclude them from our test list.

Doug

---

**From:** Chanthaboun, Sye (DOT)  
**Sent:** Wednesday, May 15, 2019 4:24 PM  
**To:** Leccese, Douglas (DOT) <[Douglas.Leccese@dot.state.ma.us](mailto:Douglas.Leccese@dot.state.ma.us)>  
**Subject:** RE: SharePoint 2007 Upgrade to SharePoint Online Phase II - Follow-up

Can I just delete sites that are no longer needed or do you want me to send you a list?

-----  
Sye Chanthaboun  
857-368-7722

---

**From:** Leccese, Douglas (DOT)  
**Sent:** Tuesday, May 14, 2019 4:31 PM

**To:** Amato, John E. (DOT) <[John.Amato@dot.state.ma.us](mailto:John.Amato@dot.state.ma.us)>; Baldassaro, Bernard X. (DOT) <[Bernard.Baldassaro@dot.state.ma.us](mailto:Bernard.Baldassaro@dot.state.ma.us)>; Ball, Dawn (DOT) <[Dawn.Ball@dot.state.ma.us](mailto:Dawn.Ball@dot.state.ma.us)>; Barry, Germaine (DOT) <[Germaine.Barry@dot.state.ma.us](mailto:Germaine.Barry@dot.state.ma.us)>; Betts, William (DOT) <[William.T.Betts@dot.state.ma.us](mailto:William.T.Betts@dot.state.ma.us)>; Brandon, Lawrence (DOT) <[Lawrence.Brandon@dot.state.ma.us](mailto:Lawrence.Brandon@dot.state.ma.us)>; Breen, Marie (DOT) <[Marie.Breen@dot.state.ma.us](mailto:Marie.Breen@dot.state.ma.us)>; Brewer, Michael (DOT) <[Michael.Brewer@dot.state.ma.us](mailto:Michael.Brewer@dot.state.ma.us)>; Bristol, Susan (DOT) <[Susan.Bristol@dot.state.ma.us](mailto:Susan.Bristol@dot.state.ma.us)>; Brooks, James E. (DOT) <[James.E.Brooks@dot.state.ma.us](mailto:James.E.Brooks@dot.state.ma.us)>; Brown, Karen A. (DOT) <[Karen.A.Brown@dot.state.ma.us](mailto:Karen.A.Brown@dot.state.ma.us)>; Cadorette, John (DOT) <[John.Cadorette@dot.state.ma.us](mailto:John.Cadorette@dot.state.ma.us)>; Carter, Annemarie (DOT) <[Annemarie.Carter@dot.state.ma.us](mailto:Annemarie.Carter@dot.state.ma.us)>; Castro, Nady (DOT) <[Nady.K.Castro@dot.state.ma.us](mailto:Nady.K.Castro@dot.state.ma.us)>; Champlin, Tom (DOT) <[Tom.Champlin@MassMail.State.MA.US](mailto:Tom.Champlin@MassMail.State.MA.US)>; Chanthaboun, Sye (DOT) <[Sye.Chanthaboun@dot.state.ma.us](mailto:Sye.Chanthaboun@dot.state.ma.us)>; Cheney, Dana (DOT) <[Dana.Cheney@dot.state.ma.us](mailto:Dana.Cheney@dot.state.ma.us)>; Chetpelly, Naresh (DOT) <[Naresh.Chetpelly@dot.state.ma.us](mailto:Naresh.Chetpelly@dot.state.ma.us)>; Chirokas, David (DOT) <[David.Chirokas@dot.state.ma.us](mailto:David.Chirokas@dot.state.ma.us)>; Collaro-Surrette, Cheryl (DOT) <[Cheryl.Collaro-Surrette@dot.state.ma.us](mailto:Cheryl.Collaro-Surrette@dot.state.ma.us)>; Cousin, Stephen G. (DOT) <[Stephen.G.Cousin@dot.state.ma.us](mailto:Stephen.G.Cousin@dot.state.ma.us)>; Cousins, Rosalee (DOT) <[Rosalee.Cousins@dot.state.ma.us](mailto:Rosalee.Cousins@dot.state.ma.us)>; Crochiere, Kenneth J. (DOT) <[Kenneth.Crochiere@dot.state.ma.us](mailto:Kenneth.Crochiere@dot.state.ma.us)>; Dinunzio, Rita (DOT) <[Rita.Dinunzio@dot.state.ma.us](mailto:Rita.Dinunzio@dot.state.ma.us)>; Dionne, Robert (DOT) <[Robert.Dionne@dot.state.ma.us](mailto:Robert.Dionne@dot.state.ma.us)>; DiOrio, Brian E. (DOT) <[Brian.DiOrio@dot.state.ma.us](mailto:Brian.DiOrio@dot.state.ma.us)>; DiPaolo, Thomas A. (DOT) <[Thomas.DiPaolo@dot.state.ma.us](mailto:Thomas.DiPaolo@dot.state.ma.us)>; DiPietro, Robert S. (DOT) <[Robert.DiPietro@dot.state.ma.us](mailto:Robert.DiPietro@dot.state.ma.us)>; Duverge, Raquel (DOT) <[Raquel.Duverge@dot.state.ma.us](mailto:Raquel.Duverge@dot.state.ma.us)>; Eagan, Alida (DOT) <[Alida.Eagan@dot.state.ma.us](mailto:Alida.Eagan@dot.state.ma.us)>; Faria, Kevin (DOT) <[Kevin.Faria@dot.state.ma.us](mailto:Kevin.Faria@dot.state.ma.us)>; Fernandes, Miguel (DOT) <[Miguel.Fernandes@dot.state.ma.us](mailto:Miguel.Fernandes@dot.state.ma.us)>; Ferringo, William (DOT) <[William.Ferringo@dot.state.ma.us](mailto:William.Ferringo@dot.state.ma.us)>; Foley, Karyn L. (DOT) <[Karyn.Foley@dot.state.ma.us](mailto:Karyn.Foley@dot.state.ma.us)>; Garbaczski, Paul (DOT) <[Paul.Garbaczski@dot.state.ma.us](mailto:Paul.Garbaczski@dot.state.ma.us)>; Giando, Robin R. (DOT) <[Robin.Giando@dot.state.ma.us](mailto:Robin.Giando@dot.state.ma.us)>; Grace, Augusto (DOT) <[Augusto.Grace@dot.state.ma.us](mailto:Augusto.Grace@dot.state.ma.us)>; Greene, Joel (DOT) <[Joel.Greene@dot.state.ma.us](mailto:Joel.Greene@dot.state.ma.us)>; Hamel, Roger J. (DOT) <[Roger.Hamel@dot.state.ma.us](mailto:Roger.Hamel@dot.state.ma.us)>; Hamwey, Scott (DOT) <[Scott.Hamwey@dot.state.ma.us](mailto:Scott.Hamwey@dot.state.ma.us)>; Hart, Lisa (DOT) <[Lisa.Hart@dot.state.ma.us](mailto:Lisa.Hart@dot.state.ma.us)>; Hayes, Meredith C. (DOT) <[Meredith.C.Hayes@dot.state.ma.us](mailto:Meredith.C.Hayes@dot.state.ma.us)>; Hughes, Carl (DOT) <[Carl.M.Hughes@dot.state.ma.us](mailto:Carl.M.Hughes@dot.state.ma.us)>; Hyland, John (DOT) <[John.Hyland@dot.state.ma.us](mailto:John.Hyland@dot.state.ma.us)>; Jean-Paul, Lesly (DOT) <[Lesly.Jean-Paul@dot.state.ma.us](mailto:Lesly.Jean-Paul@dot.state.ma.us)>; Jones, Gail (DOT) <[Gail.Jones@dot.state.ma.us](mailto:Gail.Jones@dot.state.ma.us)>; Kandel, Suman (DOT) <[Suman.Kandel@dot.state.ma.us](mailto:Suman.Kandel@dot.state.ma.us)>; Kane, Jennifer (DOT) <[Jennifer.Kane@dot.state.ma.us](mailto:Jennifer.Kane@dot.state.ma.us)>; Karthigesan, Jothie (DOT) <[Jothie.Karthigesan@dot.state.ma.us](mailto:Jothie.Karthigesan@dot.state.ma.us)>; Kelleher, Brian M. (DOT) <[Brian.Kelleher@dot.state.ma.us](mailto:Brian.Kelleher@dot.state.ma.us)>; Khanna, Rick (DOT) <[Rick.Khanna@dot.state.ma.us](mailto:Rick.Khanna@dot.state.ma.us)>; Knapp, David (DOT) <[David.Knapp@dot.state.ma.us](mailto:David.Knapp@dot.state.ma.us)>; Kofitsas, Kostas M. (DOT) <[Kostas.Kofitsas@dot.state.ma.us](mailto:Kostas.Kofitsas@dot.state.ma.us)>; Kolla, Narayana (DOT) <[Narayana.Kolla@dot.state.ma.us](mailto:Narayana.Kolla@dot.state.ma.us)>; Korsunsky, Julia (DOT) <[Julia.Korsunsky@dot.state.ma.us](mailto:Julia.Korsunsky@dot.state.ma.us)>; Lavallee, Paul (DOT) <[Paul.Lavallee@dot.state.ma.us](mailto:Paul.Lavallee@dot.state.ma.us)>; Lee, Donna M. (DOT) <[Donna.Lee@dot.state.ma.us](mailto:Donna.Lee@dot.state.ma.us)>; Lopes, Kevin (DOT) <[Kevin.Lopes@dot.state.ma.us](mailto:Kevin.Lopes@dot.state.ma.us)>; Lotti, Katherine (DOT) <[Katherine.Lotti@dot.state.ma.us](mailto:Katherine.Lotti@dot.state.ma.us)>; Lozada, John (DOT) <[John.Lozada@dot.state.ma.us](mailto:John.Lozada@dot.state.ma.us)>; Lyons, Maryellen (DOT) <[Maryellen.Lyons@dot.state.ma.us](mailto:Maryellen.Lyons@dot.state.ma.us)>; Makie, Joan (DOT) <[Joan.Makie@dot.state.ma.us](mailto:Joan.Makie@dot.state.ma.us)>; Martorana, Craig (DOT) <[Craig.Martorana@dot.state.ma.us](mailto:Craig.Martorana@dot.state.ma.us)>; McCollem, Steve (DOT) <[Steve.McCollem@dot.state.ma.us](mailto:Steve.McCollem@dot.state.ma.us)>; McGonagle, Dan (DOT) <[Dan.McGonagle@dot.state.ma.us](mailto:Dan.McGonagle@dot.state.ma.us)>; McLaughlin, Steve E. (DOT) <[Steve.McLaughlin@dot.state.ma.us](mailto:Steve.McLaughlin@dot.state.ma.us)>; Mirabella, Steve (DOT)

<[Steve.Mirabella@dot.state.ma.us](mailto:Steve.Mirabella@dot.state.ma.us)>; Moore, William A. (DOT) <[William.Moore@dot.state.ma.us](mailto:William.Moore@dot.state.ma.us)>;  
Navarro, Tom (DOT) <[Tom.Navarro@dot.state.ma.us](mailto:Tom.Navarro@dot.state.ma.us)>; Nawrocki, Diane (DOT)  
<[Diane.Nawrocki@dot.state.ma.us](mailto:Diane.Nawrocki@dot.state.ma.us)>; Nelson, Jim (DOT) <[Jim.Nelson@dot.state.ma.us](mailto:Jim.Nelson@dot.state.ma.us)>; Newberry,  
Jesse (DOT) <[Jesse.Newberry@dot.state.ma.us](mailto:Jesse.Newberry@dot.state.ma.us)>; Newton, Mark (DOT)  
<[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)>; Olorunwunmi, Omotunde (DOT)  
<[Omotunde.Olorunwunmi@dot.state.ma.us](mailto:Omotunde.Olorunwunmi@dot.state.ma.us)>; O'Neil, Karen (DOT) <[Karen.ONeil@dot.state.ma.us](mailto:Karen.ONeil@dot.state.ma.us)>;  
O'Neill, Steven D. (DOT) <[Steven.D.ONeill@dot.state.ma.us](mailto:Steven.D.ONeill@dot.state.ma.us)>; Palavalsa, Kavitha (DOT)  
<[Kavitha.Palavalsa@dot.state.ma.us](mailto:Kavitha.Palavalsa@dot.state.ma.us)>; Paluses, Robert (DOT) <[Robert.Paluses@dot.state.ma.us](mailto:Robert.Paluses@dot.state.ma.us)>;  
Perduyn, Karen (DOT) <[Karen.Perduyn@dot.state.ma.us](mailto:Karen.Perduyn@dot.state.ma.us)>; Pomakis, Jim (DOT)  
<[Jim.Pomakis@dot.state.ma.us](mailto:Jim.Pomakis@dot.state.ma.us)>; Ramirez, Alwin T. (DOT) <[Alwin.Ramirez@dot.state.ma.us](mailto:Alwin.Ramirez@dot.state.ma.us)>;  
Richard, Jennifer L. (DOT) <[Jennifer.Richard@dot.state.ma.us](mailto:Jennifer.Richard@dot.state.ma.us)>; Riggins, Jerrell (DOT)  
<[Jerrell.Riggins@dot.state.ma.us](mailto:Jerrell.Riggins@dot.state.ma.us)>; Rigney, Joseph (DOT) <[Joseph.Rigney@dot.state.ma.us](mailto:Joseph.Rigney@dot.state.ma.us)>; Rinella,  
Matthew (DOT) <[Matthew.Rinella@dot.state.ma.us](mailto:Matthew.Rinella@dot.state.ma.us)>; Robida, James R. (DOT)  
<[James.Robida@dot.state.ma.us](mailto:James.Robida@dot.state.ma.us)>; Roddy, Samantha (DOT) <[Samantha.Roddy@dot.state.ma.us](mailto:Samantha.Roddy@dot.state.ma.us)>;  
Rosenberg, Harri (DOT) <[harri.rosenberg@dot.state.ma.us](mailto:harri.rosenberg@dot.state.ma.us)>; Sanchez, Miguel (DOT)  
<[Miguel.Sanchez@dot.state.ma.us](mailto:Miguel.Sanchez@dot.state.ma.us)>; Seavey, T. Chris (DOT) <[Chris.T.Seavey@dot.state.ma.us](mailto:Chris.T.Seavey@dot.state.ma.us)>;  
Shrader, Justin (DOT) <[Justin.Shrader@dot.state.ma.us](mailto:Justin.Shrader@dot.state.ma.us)>; Silbaugh, Owen (DOT)  
<[Owen.Silbaugh@dot.state.ma.us](mailto:Owen.Silbaugh@dot.state.ma.us)>; Silva, Victor (DOT) <[Victor.Silva@dot.state.ma.us](mailto:Victor.Silva@dot.state.ma.us)>; Silvernail,  
Paul (DOT) <[Paul.R.Silvernail@dot.state.ma.us](mailto:Paul.R.Silvernail@dot.state.ma.us)>; Sims, Andrew (DOT)  
<[Andrew.Sims@dot.state.ma.us](mailto:Andrew.Sims@dot.state.ma.us)>; Slack, Justin (DOT) <[Justin.Slack@dot.state.ma.us](mailto:Justin.Slack@dot.state.ma.us)>; Sobczynski,  
Gregory (DOT) <[Gregory.Sobczynski@dot.state.ma.us](mailto:Gregory.Sobczynski@dot.state.ma.us)>; Soma, Stephen (DOT)  
<[Stephen.Soma@dot.state.ma.us](mailto:Stephen.Soma@dot.state.ma.us)>; Spatafore, Michael (DOT)  
<[Michael.Spatafore@dot.state.ma.us](mailto:Michael.Spatafore@dot.state.ma.us)>; Spriggs, Nicole (DOT) <[Nicole.Spriggs@dot.state.ma.us](mailto:Nicole.Spriggs@dot.state.ma.us)>;  
Stowe, William (DOT) <[William.Stowe@dot.state.ma.us](mailto:William.Stowe@dot.state.ma.us)>; Kandel, Suman (DOT)  
<[Suman.Kandel@dot.state.ma.us](mailto:Suman.Kandel@dot.state.ma.us)>; Swan, Adam J. (DOT) <[Adam.Swan@dot.state.ma.us](mailto:Adam.Swan@dot.state.ma.us)>; Tagzine,  
Hichame (DOT) <[Hichame.Tagzine@dot.state.ma.us](mailto:Hichame.Tagzine@dot.state.ma.us)>; Tilley, James (DOT)  
<[James.Tilley@dot.state.ma.us](mailto:James.Tilley@dot.state.ma.us)>; Tobias, Maria (DOT) <[Maria.Tobias@dot.state.ma.us](mailto:Maria.Tobias@dot.state.ma.us)>; Tomkavage,  
Nicholas (DOT) <[Nicholas.Tomkavage@dot.state.ma.us](mailto:Nicholas.Tomkavage@dot.state.ma.us)>; Totakura, Pruthvi Kumar (DOT)  
<[PruthviKumar.Totakura@dot.state.ma.us](mailto:PruthviKumar.Totakura@dot.state.ma.us)>; Treanor, Christopher (DOT)  
<[Christopher.Treanor@dot.state.ma.us](mailto:Christopher.Treanor@dot.state.ma.us)>; Turner, Virginia (DOT) <[Virginia.Turner@dot.state.ma.us](mailto:Virginia.Turner@dot.state.ma.us)>;  
Ummadi, Ramakrishna (DOT) <[Ramakrishna.Ummadi@dot.state.ma.us](mailto:Ramakrishna.Ummadi@dot.state.ma.us)>; Uy, Lorraine (DOT)  
<[Lorraine.Uy@dot.state.ma.us](mailto:Lorraine.Uy@dot.state.ma.us)>; Valovcin, Darryl (DOT) <[Darryl.Valovcin@dot.state.ma.us](mailto:Darryl.Valovcin@dot.state.ma.us)>; Vaughn,  
Michelle (DOT) <[Michelle.Vaughn@dot.state.ma.us](mailto:Michelle.Vaughn@dot.state.ma.us)>; Warren, Aric (DOT)  
<[Aric.Warren@dot.state.ma.us](mailto:Aric.Warren@dot.state.ma.us)>; Withington, Mark (DOT) <[Mark.Withington@dot.state.ma.us](mailto:Mark.Withington@dot.state.ma.us)>;  
Witt, William (DOT) <[William.Witt@dot.state.ma.us](mailto:William.Witt@dot.state.ma.us)>; Yee, Bill (DOT) <[Bill.Yee@dot.state.ma.us](mailto:Bill.Yee@dot.state.ma.us)>;  
Young, Dana (DOT) <[Dana.Young@dot.state.ma.us](mailto:Dana.Young@dot.state.ma.us)>

**Cc:** Kandel, Suman (DOT) <[Suman.Kandel@dot.state.ma.us](mailto:Suman.Kandel@dot.state.ma.us)>; Jean-Paul, Lesly (DOT) <[Lesly.Jean-Paul@dot.state.ma.us](mailto:Lesly.Jean-Paul@dot.state.ma.us)>; Rosenberg, Harri (DOT) <[harri.rosenberg@dot.state.ma.us](mailto:harri.rosenberg@dot.state.ma.us)>; Newberry,  
Jesse (DOT) <[Jesse.Newberry@dot.state.ma.us](mailto:Jesse.Newberry@dot.state.ma.us)>; Newton, Mark (DOT)  
<[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)>; Witt, William (DOT) <[William.Witt@dot.state.ma.us](mailto:William.Witt@dot.state.ma.us)>; Ball, Dawn  
(DOT) <[Dawn.Ball@dot.state.ma.us](mailto:Dawn.Ball@dot.state.ma.us)>; Bedard, David (DOT) <[David.Bedard@dot.state.ma.us](mailto:David.Bedard@dot.state.ma.us)>; Tilley,  
James (DOT) <[James.Tilley@dot.state.ma.us](mailto:James.Tilley@dot.state.ma.us)>; Treanor, Christopher (DOT)  
<[Christopher.Treanor@dot.state.ma.us](mailto:Christopher.Treanor@dot.state.ma.us)>

**Subject:** SharePoint 2007 Upgrade to SharePoint Online Phase II - Follow-up

Hi SharePoint users,

This e-mail is a follow-up to the message we sent out on Wednesday, 5/1/2019.

We have completed the Phase II sites migrating/copying of the production SharePoint 2007 data to SharePoint Online. The attachment contains the site details for Phase II.

The next task on the project is User Acceptance Testing (UAT), which is scheduled from 5/21/2019 – 5/24/2019.

**Site owners are requested to be available during this time to verify that their site's functionality is correct as SharePoint 2007.**

**During the final Phase II migration of SharePoint 2007, the existing sites will only have READ ONLY ACCESS on 5/28/2019. During this time if you require to update any document, please copy/download those documents from SharePoint 2007 to a location (Network/Local Drive) where you can edit them. After the UAT Testing and full migration is complete, users can then upload the documents to their SharePoint Sites.**

Phase II of the migration project encompasses over 350 sites. We are asking all site owners to review the options listed below and let us know which option suits your needs for this phase of the migration. Please e-mail us back with your option so we can plan your option accordingly.

Options:

1. Delete the site with the data if you don't need it anymore or if a copy of the data exists on a Network/Local Drive.
2. Just archive the data if you don't know what is it there. No Testing is required.
3. If you know what is in your site, please test/verify SharePoint 2007 vs SharePoint Online to make sure we have everything in there. This is going to be your final production site.

**NOTE: Please make sure the following items have been taken care before the final migration begins.**

1. Make sure there are no documents that have been **"Checked Out"**. If there are, the last saved version will be migrated over and any updates to **"Checked Out"** document will be lost. Please make sure that all **"Checked Out"** documents have been **"Checked In"**.
  - a. If you have already **"Checked In"** your documents, please ignore this task.
2. Any Workflow Instances that are currently **"In process"** status have been completed or stopped.
3. Communicate to all of your site users the tasks and timelines outlined in this e-mail for their knowledge.
4. Please let us know the Primary and Secondary person you have identified for verifying your site.

In future communications we will be sending out the new site details including SharePoint Online URLs and a test plan for your SharePoint Online site.

If you have any questions or concerns regarding this process, please do not hesitate to contact Suman Kandel or myself.

Thank you,

Doug

**Doug Leccese**

SR. Business Analyst

E: [Douglas.Leccese@dot.state.ma.us](mailto:Douglas.Leccese@dot.state.ma.us)

P: 1 (857) 368-9807 (office)



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**From:** Leccese, Douglas (DOT)

**Sent:** Wednesday, May 01, 2019 4:31 PM

**To:** Amato, John E. (DOT) <[John.Amato@dot.state.ma.us](mailto:John.Amato@dot.state.ma.us)>; Baldassaro, Bernard X. (DOT) <[Bernard.Baldassaro@dot.state.ma.us](mailto:Bernard.Baldassaro@dot.state.ma.us)>; Ball, Dawn (DOT) <[Dawn.Ball@dot.state.ma.us](mailto:Dawn.Ball@dot.state.ma.us)>; Barry, Germaine (DOT) <[Germaine.Barry@dot.state.ma.us](mailto:Germaine.Barry@dot.state.ma.us)>; Betts, William (DOT) <[William.T.Betts@dot.state.ma.us](mailto:William.T.Betts@dot.state.ma.us)>; Brandon, Lawrence (DOT) <[Lawrence.Brandon@dot.state.ma.us](mailto:Lawrence.Brandon@dot.state.ma.us)>; Breen, Marie (DOT) <[Marie.Breen@dot.state.ma.us](mailto:Marie.Breen@dot.state.ma.us)>; Brewer, Michael (DOT) <[Michael.Brewer@dot.state.ma.us](mailto:Michael.Brewer@dot.state.ma.us)>; Bristol, Susan (DOT) <[Susan.Bristol@dot.state.ma.us](mailto:Susan.Bristol@dot.state.ma.us)>; Brooks, James E. (DOT) <[James.E.Brooks@dot.state.ma.us](mailto:James.E.Brooks@dot.state.ma.us)>; Brown, Karen A. (DOT) <[Karen.A.Brown@dot.state.ma.us](mailto:Karen.A.Brown@dot.state.ma.us)>; Cadorette, John (DOT) <[John.Cadorette@dot.state.ma.us](mailto:John.Cadorette@dot.state.ma.us)>; Carter, Annemarie (DOT) <[Annemarie.Carter@dot.state.ma.us](mailto:Annemarie.Carter@dot.state.ma.us)>; Castro, Nady (DOT) <[Nady.K.Castro@dot.state.ma.us](mailto:Nady.K.Castro@dot.state.ma.us)>; Champlin, Tom (DOT) <[Tom.Champlin@MassMail.State.MA.US](mailto:Tom.Champlin@MassMail.State.MA.US)>; Chanthaboun, Sye (DOT) <[Sye.Chanthaboun@dot.state.ma.us](mailto:Sye.Chanthaboun@dot.state.ma.us)>; Cheney, Dana (DOT) <[Dana.Cheney@dot.state.ma.us](mailto:Dana.Cheney@dot.state.ma.us)>; Chetpelly, Naresh (DOT) <[Naresh.Chetpelly@dot.state.ma.us](mailto:Naresh.Chetpelly@dot.state.ma.us)>; Chirokas, David (DOT) <[David.Chirokas@dot.state.ma.us](mailto:David.Chirokas@dot.state.ma.us)>; Collaro-Surette, Cheryl (DOT) <[Cheryl.Collaro-Surette@dot.state.ma.us](mailto:Cheryl.Collaro-Surette@dot.state.ma.us)>; Cousin, Stephen G. (DOT) <[Stephen.G.Cousin@dot.state.ma.us](mailto:Stephen.G.Cousin@dot.state.ma.us)>; Cousins, Rosalee (DOT) <[Rosalee.Cousins@dot.state.ma.us](mailto:Rosalee.Cousins@dot.state.ma.us)>; Crochiere, Kenneth J. (DOT) <[Kenneth.Crochiere@dot.state.ma.us](mailto:Kenneth.Crochiere@dot.state.ma.us)>; Dinunzio, Rita (DOT) <[Rita.Dinunzio@dot.state.ma.us](mailto:Rita.Dinunzio@dot.state.ma.us)>; Dionne, Robert (DOT) <[Robert.Dionne@dot.state.ma.us](mailto:Robert.Dionne@dot.state.ma.us)>; DiOrio, Brian E. (DOT)



<[Brian.DiOrio@dot.state.ma.us](mailto:Brian.DiOrio@dot.state.ma.us)>; DiPaolo, Thomas A. (DOT) <[Thomas.DiPaolo@dot.state.ma.us](mailto:Thomas.DiPaolo@dot.state.ma.us)>; DiPietro, Robert S. (DOT) <[Robert.DiPietro@dot.state.ma.us](mailto:Robert.DiPietro@dot.state.ma.us)>; Duverge, Raquel (DOT) <[Raquel.Duverge@dot.state.ma.us](mailto:Raquel.Duverge@dot.state.ma.us)>; Eagan, Alida (DOT) <[Alida.Eagan@dot.state.ma.us](mailto:Alida.Eagan@dot.state.ma.us)>; Faria, Kevin (DOT) <[kevin.faria@dot.state.ma.us](mailto:kevin.faria@dot.state.ma.us)>; Fernandes, Miguel (DOT) <[Miguel.Fernandes@dot.state.ma.us](mailto:Miguel.Fernandes@dot.state.ma.us)>; Ferringo, William (DOT) <[William.Ferringo@dot.state.ma.us](mailto:William.Ferringo@dot.state.ma.us)>; Foley, Karyn L. (DOT) <[Karyn.Foley@dot.state.ma.us](mailto:Karyn.Foley@dot.state.ma.us)>; Garbaczski, Paul (DOT) <[Paul.Garbaczski@dot.state.ma.us](mailto:Paul.Garbaczski@dot.state.ma.us)>; Giando, Robin R. (DOT) <[Robin.Giando@dot.state.ma.us](mailto:Robin.Giando@dot.state.ma.us)>; Grace, Augusto (DOT) <[Augusto.Grace@dot.state.ma.us](mailto:Augusto.Grace@dot.state.ma.us)>; Greene, Joel (DOT) <[Joel.Greene@dot.state.ma.us](mailto:Joel.Greene@dot.state.ma.us)>; Hamel, Roger J. (DOT) <[Roger.Hamel@dot.state.ma.us](mailto:Roger.Hamel@dot.state.ma.us)>; Hamwey, Scott (DOT) <[Scott.Hamwey@dot.state.ma.us](mailto:Scott.Hamwey@dot.state.ma.us)>; Hart, Lisa (DOT) <[Lisa.Hart@dot.state.ma.us](mailto:Lisa.Hart@dot.state.ma.us)>; Hayes, Meredith C. (DOT) <[Meredith.C.Hayes@dot.state.ma.us](mailto:Meredith.C.Hayes@dot.state.ma.us)>; Hughes, Carl (DOT) <[Carl.M.Hughes@dot.state.ma.us](mailto:Carl.M.Hughes@dot.state.ma.us)>; Hyland, John (DOT) <[John.Hyland@dot.state.ma.us](mailto:John.Hyland@dot.state.ma.us)>; Jean-Paul, Lesly (DOT) <[Lesly.Jean-Paul@dot.state.ma.us](mailto:Lesly.Jean-Paul@dot.state.ma.us)>; Jones, Gail (DOT) <[Gail.Jones@dot.state.ma.us](mailto:Gail.Jones@dot.state.ma.us)>; Kandel, Suman (DOT) <[Suman.Kandel@dot.state.ma.us](mailto:Suman.Kandel@dot.state.ma.us)>; Kane, Jennifer (DOT) <[Jennifer.Kane@dot.state.ma.us](mailto:Jennifer.Kane@dot.state.ma.us)>; Karthigesan, Jothie (DOT) <[Jothie.Karthigesan@dot.state.ma.us](mailto:Jothie.Karthigesan@dot.state.ma.us)>; Kelleher, Brian M. (DOT) <[Brian.Kelleher@dot.state.ma.us](mailto:Brian.Kelleher@dot.state.ma.us)>; Khanna, Rick (DOT) <[Rick.Khanna@dot.state.ma.us](mailto:Rick.Khanna@dot.state.ma.us)>; Knapp, David (DOT) <[David.Knapp@dot.state.ma.us](mailto:David.Knapp@dot.state.ma.us)>; Kofitsas, Kostas M. (DOT) <[Kostas.Kofitsas@dot.state.ma.us](mailto:Kostas.Kofitsas@dot.state.ma.us)>; Kolla, Narayana (DOT) <[Narayana.Kolla@dot.state.ma.us](mailto:Narayana.Kolla@dot.state.ma.us)>; Korsunsky, Julia (DOT) <[Julia.Korsunsky@dot.state.ma.us](mailto:Julia.Korsunsky@dot.state.ma.us)>; Lavallee, Paul (DOT) <[Paul.Lavallee@dot.state.ma.us](mailto:Paul.Lavallee@dot.state.ma.us)>; Lee, Donna M. (DOT) <[Donna.Lee@dot.state.ma.us](mailto:Donna.Lee@dot.state.ma.us)>; Lopes, Kevin (DOT) <[Kevin.Lopes@dot.state.ma.us](mailto:Kevin.Lopes@dot.state.ma.us)>; Lotti, Katherine (DOT) <[Katherine.Lotti@dot.state.ma.us](mailto:Katherine.Lotti@dot.state.ma.us)>; Lozada, John (DOT) <[John.Lozada@dot.state.ma.us](mailto:John.Lozada@dot.state.ma.us)>; Lyons, Maryellen (DOT) <[Maryellen.Lyons@dot.state.ma.us](mailto:Maryellen.Lyons@dot.state.ma.us)>; Makie, Joan (DOT) <[Joan.Makie@dot.state.ma.us](mailto:Joan.Makie@dot.state.ma.us)>; Martorana, Craig (DOT) <[Craig.Martorana@dot.state.ma.us](mailto:Craig.Martorana@dot.state.ma.us)>; McCollem, Steve (DOT) <[Steve.McCollem@dot.state.ma.us](mailto:Steve.McCollem@dot.state.ma.us)>; McGonagle, Dan (DOT) <[Dan.McGonagle@dot.state.ma.us](mailto:Dan.McGonagle@dot.state.ma.us)>; McLaughlin, Steve E. (DOT) <[Steve.McLaughlin@dot.state.ma.us](mailto:Steve.McLaughlin@dot.state.ma.us)>; Mirabella, Steve (DOT) <[Steve.Mirabella@dot.state.ma.us](mailto:Steve.Mirabella@dot.state.ma.us)>; Moore, William A. (DOT) <[William.Moore@dot.state.ma.us](mailto:William.Moore@dot.state.ma.us)>; Navarro, Tom (DOT) <[Tom.Navarro@dot.state.ma.us](mailto:Tom.Navarro@dot.state.ma.us)>; Nawrocki, Diane (DOT) <[Diane.Nawrocki@dot.state.ma.us](mailto:Diane.Nawrocki@dot.state.ma.us)>; Nelson, Jim (DOT) <[Jim.Nelson@dot.state.ma.us](mailto:Jim.Nelson@dot.state.ma.us)>; Newberry, Jesse (DOT) <[Jesse.Newberry@dot.state.ma.us](mailto:Jesse.Newberry@dot.state.ma.us)>; Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)>; Olorunwunmi, Omotunde (DOT) <[Omotunde.Olorunwunmi@dot.state.ma.us](mailto:Omotunde.Olorunwunmi@dot.state.ma.us)>; O'Neil, Karen (DOT) <[Karen.ONeil@dot.state.ma.us](mailto:Karen.ONeil@dot.state.ma.us)>; O'Neill, Steven D. (DOT) <[Steven.D.ONeill@dot.state.ma.us](mailto:Steven.D.ONeill@dot.state.ma.us)>; Palavalsa, Kavitha (DOT) <[Kavitha.Palavalsa@dot.state.ma.us](mailto:Kavitha.Palavalsa@dot.state.ma.us)>; Paluses, Robert (DOT) <[Robert.Paluses@dot.state.ma.us](mailto:Robert.Paluses@dot.state.ma.us)>; Perduyn, Karen (DOT) <[karen.perduyn@dot.state.ma.us](mailto:karen.perduyn@dot.state.ma.us)>; Pomakis, Jim (DOT) <[Jim.Pomakis@dot.state.ma.us](mailto:Jim.Pomakis@dot.state.ma.us)>; Ramirez, Alwin T. (DOT) <[Alwin.Ramirez@dot.state.ma.us](mailto:Alwin.Ramirez@dot.state.ma.us)>; Richard, Jennifer L. (DOT) <[Jennifer.Richard@dot.state.ma.us](mailto:Jennifer.Richard@dot.state.ma.us)>; Riggins, Jerrell (DOT) <[Jerrell.Riggins@dot.state.ma.us](mailto:Jerrell.Riggins@dot.state.ma.us)>; Rigney, Joseph (DOT) <[Joseph.Rigney@dot.state.ma.us](mailto:Joseph.Rigney@dot.state.ma.us)>; Rinella, Matthew (DOT) <[Matthew.Rinella@dot.state.ma.us](mailto:Matthew.Rinella@dot.state.ma.us)>; Robida, James R. (DOT) <[James.Robida@dot.state.ma.us](mailto:James.Robida@dot.state.ma.us)>; Roddy, Samantha (DOT) <[Samantha.Roddy@dot.state.ma.us](mailto:Samantha.Roddy@dot.state.ma.us)>; Rosenberg, Harri (DOT) <[harri.rosenberg@dot.state.ma.us](mailto:harri.rosenberg@dot.state.ma.us)>; Sanchez, Miguel (DOT) <[Miguel.Sanchez@dot.state.ma.us](mailto:Miguel.Sanchez@dot.state.ma.us)>; Seavey, T. Chris (DOT) <[Chris.T.Seavey@dot.state.ma.us](mailto:Chris.T.Seavey@dot.state.ma.us)>; Shrader, Justin (DOT) <[Justin.Shrader@dot.state.ma.us](mailto:Justin.Shrader@dot.state.ma.us)>; Silbaugh, Owen (DOT) <[Owen.Silbaugh@dot.state.ma.us](mailto:Owen.Silbaugh@dot.state.ma.us)>; Silva, Victor (DOT) <[Victor.Silva@dot.state.ma.us](mailto:Victor.Silva@dot.state.ma.us)>; Silvernail,

Paul (DOT) <[Paul.R.Silvernail@dot.state.ma.us](mailto:Paul.R.Silvernail@dot.state.ma.us)>; Sims, Andrew (DOT) <[Andrew.Sims@dot.state.ma.us](mailto:Andrew.Sims@dot.state.ma.us)>; Slack, Justin (DOT) <[Justin.Slack@dot.state.ma.us](mailto:Justin.Slack@dot.state.ma.us)>; Sobczynski, Gregory (DOT) <[Gregory.Sobczynski@dot.state.ma.us](mailto:Gregory.Sobczynski@dot.state.ma.us)>; Soma, Stephen (DOT) <[Stephen.Soma@dot.state.ma.us](mailto:Stephen.Soma@dot.state.ma.us)>; Spatafore, Michael (DOT) <[Michael.Spatafore@dot.state.ma.us](mailto:Michael.Spatafore@dot.state.ma.us)>; Spriggs, Nicole (DOT) <[Nicole.Spriggs@dot.state.ma.us](mailto:Nicole.Spriggs@dot.state.ma.us)>; Stowe, William (DOT) <[William.Stowe@dot.state.ma.us](mailto:William.Stowe@dot.state.ma.us)>; Kandel, Suman (DOT) <[Suman.Kandel@dot.state.ma.us](mailto:Suman.Kandel@dot.state.ma.us)>; Swan, Adam J. (DOT) <[Adam.Swan@dot.state.ma.us](mailto:Adam.Swan@dot.state.ma.us)>; Tagzine, Hichame (DOT) <[Hichame.Tagzine@dot.state.ma.us](mailto:Hichame.Tagzine@dot.state.ma.us)>; Tilley, James (DOT) <[James.Tilley@dot.state.ma.us](mailto:James.Tilley@dot.state.ma.us)>; Tobias, Maria (DOT) <[Maria.Tobias@dot.state.ma.us](mailto:Maria.Tobias@dot.state.ma.us)>; Tomkavage, Nicholas (DOT) <[Nicholas.Tomkavage@dot.state.ma.us](mailto:Nicholas.Tomkavage@dot.state.ma.us)>; Totakura, Pruthvi Kumar (DOT) <[PruthviKumar.Totakura@dot.state.ma.us](mailto:PruthviKumar.Totakura@dot.state.ma.us)>; Treanor, Christopher (DOT) <[Christopher.Treanor@dot.state.ma.us](mailto:Christopher.Treanor@dot.state.ma.us)>; Turner, Virginia (DOT) <[Virginia.Turner@dot.state.ma.us](mailto:Virginia.Turner@dot.state.ma.us)>; Ummadi, Ramakrishna (DOT) <[Ramakrishna.Ummadi@dot.state.ma.us](mailto:Ramakrishna.Ummadi@dot.state.ma.us)>; Uy, Lorraine (DOT) <[Lorraine.Uy@dot.state.ma.us](mailto:Lorraine.Uy@dot.state.ma.us)>; Valovcin, Darryl (DOT) <[Darryl.Valovcin@dot.state.ma.us](mailto:Darryl.Valovcin@dot.state.ma.us)>; Vaughn, Michelle (DOT) <[Michelle.Vaughn@dot.state.ma.us](mailto:Michelle.Vaughn@dot.state.ma.us)>; Warren, Aric (DOT) <[Aric.Warren@dot.state.ma.us](mailto:Aric.Warren@dot.state.ma.us)>; Withington, Mark (DOT) <[Mark.Withington@dot.state.ma.us](mailto:Mark.Withington@dot.state.ma.us)>; Witt, William (DOT) <[William.Witt@dot.state.ma.us](mailto:William.Witt@dot.state.ma.us)>; Yee, Bill (DOT) <[Bill.Yee@dot.state.ma.us](mailto:Bill.Yee@dot.state.ma.us)>; Young, Dana (DOT) <[Dana.Young@dot.state.ma.us](mailto:Dana.Young@dot.state.ma.us)>

**Cc:** Kandel, Suman (DOT) <[Suman.Kandel@dot.state.ma.us](mailto:Suman.Kandel@dot.state.ma.us)>; Jean-Paul, Lesly (DOT) <[Lesly.Jean-Paul@dot.state.ma.us](mailto:Lesly.Jean-Paul@dot.state.ma.us)>; Rosenberg, Harri (DOT) <[harri.rosenberg@dot.state.ma.us](mailto:harri.rosenberg@dot.state.ma.us)>; Newberry, Jesse (DOT) <[Jesse.Newberry@dot.state.ma.us](mailto:Jesse.Newberry@dot.state.ma.us)>; Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)>; Witt, William (DOT) <[William.Witt@dot.state.ma.us](mailto:William.Witt@dot.state.ma.us)>; Ball, Dawn (DOT) <[Dawn.Ball@dot.state.ma.us](mailto:Dawn.Ball@dot.state.ma.us)>; Bedard, David (DOT) <[David.Bedard@dot.state.ma.us](mailto:David.Bedard@dot.state.ma.us)>; Tilley, James (DOT) <[James.Tilley@dot.state.ma.us](mailto:James.Tilley@dot.state.ma.us)>; Treanor, Christopher (DOT) <[Christopher.Treanor@dot.state.ma.us](mailto:Christopher.Treanor@dot.state.ma.us)>

**Subject:** SharePoint 2007 Upgrade to SharePoint Online Phase II

Hello SharePoint Users !

massDOT IT is currently upgrading the current SharePoint 2007 to a Microsoft SharePoint Online O365 environment by the end of June 2019, since the current environment will no longer be supported by Microsoft.

We are trying to minimize the impact to all site owners, Internal and External users with this new upgrade, therefore this migration is part of a three phase approach for this upgrade. The first phase of the project is currently underway with Phase 1 site owners currently in the User Acceptance Testing (UAT) stage.

The next phase of the project is to reach out to the second batch of Site Owners. The Site Owners on this distribution list have been designated for Phase 2 migration of the project.

For Phase 2, we have begun initial copying of the data to SharePoint Online and UAT is set to begin on 5/21/2019.

***There are tasks that must be completed by the site owners prior to UAT testing to ensure there is***

**minimal impact to users. They are:**

1. The first is to make sure there are no documents that have been **“Checked Out”**. If there are, the last saved version will be migrated over and any updates to **“Check Out”** documents will be lost. Please make sure that all **“Checked Out”** documents have been **“Checked In”**.
2. The second is to make sure that any Workflow Instances that are currently **“In process”** status have been completed or stopped.

**NOTE: During the UAT testing, the site owners would need to be available to test and verify that their site is functioning as expected starting on Tuesday, 5/21/2019 through Monday, 5/27/2019. If a primary admin is not available during this time, please provide a secondary admin resource name to contact.**

**During the final Phase 2 migration of SharePoint 2007, the existing sites will only have READ ONLY ACCESS on 5/28/2019. During this time if you require to update any document, please copy/download those documents from SharePoint 2007 to a location (Network/Local Drive) where you can edit them. After the UAT Testing and full migration is complete, users can then upload the documents to their SharePoint Sites.**

In future e-mails we will be reaching out to all site owners and will be following up and providing status of project, URL's for testing and tasks needed to be completed before UAT begins.

Attached are two documents, the first is a site details sheet where you can find information about your site. The second, is a spreadsheet containing **“Checked Out”** documents that need to be **“Checked In”**.

If you have any questions or concerns please do not hesitate to contact Suman Kandel or myself.

Thank you,

Doug

**Doug Leccese**

SR. Business Analyst

E: [Douglas.Leccese@dot.state.ma.us](mailto:Douglas.Leccese@dot.state.ma.us)

P: 1 (857) 368-9807 (office)



**From:** [DeLeon, Pamela \(DOT\)](#)  
**To:** [Spengler, Mark \(DOT\)](#); [Constantine, Rashida \(DOT\)](#); [Johnson, Selina \(DOT\)](#); [Knosp, Matthew \(DOT\)](#); [Depina, Felisberta \(DOT\)](#); [Burke, Robin \(DOT\)](#); [Seitz, Alaina \(DOT\)](#); [Rivera, Alvin \(DOT\)](#); [Leisner, Scott \(DOT\)](#); [Bouchard, Candida \(DOT\)](#); [Lazic, Boris \(DOT\)](#); [Mulcahy, Sheila \(DOT\)](#)  
**Subject:** RE: Position Control Weekly Meeting  
**Date:** Thursday, May 16, 2019 1:22:46 PM  
**Attachments:** [Position Control Meeting 5.16.19.xlsx](#)

---

Hello,

Please find attached the spreadsheet for today's meeting. It is sorted by employee.

Thank you,  
Pamela

-----Original Appointment-----

**From:** DeLeon, Pamela (DOT)  
**Sent:** Friday, April 19, 2019 3:02 PM  
**To:** DeLeon, Pamela (DOT); Spengler, Mark (DOT); Constantine, Rashida (DOT); Johnson, Selina (DOT); Knosp, Matthew (DOT); Depina, Felisberta (DOT); Burke, Robin (DOT); Seitz, Alaina (DOT); Rivera, Alvin (DOT); Leisner, Scott (DOT); Bouchard, Candida (DOT); Lazic, Boris (DOT)  
**Cc:** Mulcahy, Sheila (DOT)  
**Subject:** Position Control Weekly Meeting  
**When:** Thursday, May 16, 2019 1:30 PM-2:00 PM (UTC-05:00) Eastern Time (US & Canada).  
**Where:** DOT Conference, 10PP #3170 Coffey

**From:** [Burke, Robin \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#)  
**Subject:** Position Control Updates  
**Date:** Thursday, May 16, 2019 12:48:00 PM  
**Attachments:** [image002.png](#)  
[Position Control Meeting - RPB.xlsx](#)

---

Hi Pam,

I have highlighted one of these...It actually belongs to Alvin and the requisition has since been switched back over to his name.

Thx.

**Robin Burke**

**Massachusetts Department of Transportation**

Human Resources

10 Park Plaza – Suite 3170 | Boston, MA 02116

Tel 857.368.8505



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**From:** [Deal, Pamela \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#)  
**Cc:** [Bouchard, Candida \(DOT\)](#)  
**Subject:** FW: position control  
**Date:** Thursday, May 16, 2019 12:39:00 PM  
**Attachments:** [Copy of Position Control Meeting 5.16.19.xlsx](#)  
[image002.png](#)  
[image004.png](#)

---

Pam – think this was meant for you.

**Pamela Deal**  
**Massachusetts Department of Transportation**

Personnel Analyst, Total Rewards  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8514 | Fax 857.368.0654



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---

**From:** Bouchard, Candida (DOT) <Candida.Bouchard@dot.state.ma.us>  
**Sent:** Thursday, May 16, 2019 12:37 PM  
**To:** Deal, Pamela (DOT) <Pamela.Deal@dot.state.ma.us>  
**Cc:** Mulcahy, Sheila (DOT) <Sheila.Mulcahy@dot.state.ma.us>  
**Subject:** RE: position control

Pam, here is my update. Thanks, Candida.

**Candida Bouchard,**

**Massachusetts Department of Transportation**

Personnel Analyst  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8504 | Fax 857.368.0601



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---

**From:** Mulcahy, Sheila (DOT)  
**Sent:** Thursday, May 16, 2019 10:31 AM  
**To:** Seitz, Alaina (DOT); Bouchard, Candida (DOT); Rivera, Alvin (DOT); Depina, Felisberta (DOT); Burke, Robin (DOT)  
**Cc:** DeLeon, Pamela (DOT)  
**Subject:** position control

Hi All,

This is our final Thursday position control meeting. Please add your updates to the attached spreadsheet by 1 pm today so Pam has time to compile the information into one sheet.

**Sheila Mulcahy**  
**Massachusetts Department of Transportation**  
Recruitment Manager, Human Resources  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8521 | Mobile 857.270.1645 | Fax 857.368.0601



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All job applications must be received through our website:  
[www.massdot.state.ma.us/Employment](http://www.massdot.state.ma.us/Employment)

**From:** [Bouchard, Candida \(DOT\)](#)  
**To:** [Deal, Pamela \(DOT\)](#)  
**Cc:** [Mulcahy, Sheila \(DOT\)](#)  
**Subject:** RE: position control  
**Date:** Thursday, May 16, 2019 12:38:00 PM  
**Attachments:** [Copy of Position Control Meeting 5.16.19.xlsx](#)  
[image002.png](#)

---

Pam, here is my update. Thanks, Candida.

**Candida Bouchard,**

**Massachusetts Department of Transportation**

Personnel Analyst

10 Park Plaza – Suite 3170 | Boston, MA 02116

Tel 857.368.8504 | Fax 857.368.0601



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---

**From:** Mulcahy, Sheila (DOT)  
**Sent:** Thursday, May 16, 2019 10:31 AM  
**To:** Seitz, Alaina (DOT); Bouchard, Candida (DOT); Rivera, Alvin (DOT); Depina, Felisberta (DOT); Burke, Robin (DOT)  
**Cc:** DeLeon, Pamela (DOT)  
**Subject:** position control

Hi All,

This is our final Thursday position control meeting. Please add your updates to the attached spreadsheet by 1 pm today so Pam has time to compile the information into one sheet.

**Sheila Mulcahy**

**Massachusetts Department of Transportation**

Recruitment Manager, Human Resources

10 Park Plaza – Suite 3170 | Boston, MA 02116

Tel 857.368.8521 | Mobile 857.270.1645 | Fax 857.368.0601





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All job applications must be received through our website:  
[www.massdot.state.ma.us/Employment](http://www.massdot.state.ma.us/Employment)

**From:** [Mulcahy, Sheila \(DOT\)](#)  
**To:** [Seitz, Alaina \(DOT\)](#); [Bouchard, Candida \(DOT\)](#); [Rivera, Alvin \(DOT\)](#); [Depina, Felisberta \(DOT\)](#); [Burke, Robin \(DOT\)](#)  
**Cc:** [DeLeon, Pamela \(DOT\)](#)  
**Subject:** position control  
**Date:** Thursday, May 16, 2019 10:31:03 AM  
**Attachments:** [Position Control Meeting 5.16.19.xlsx](#)

---

Hi All,

This is our final Thursday position control meeting. Please add your updates to the attached spreadsheet by 1 pm today so Pam has time to compile the information into one sheet.

**Sheila Mulcahy**  
**Massachusetts Department of Transportation**  
Recruitment Manager, Human Resources  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8521 | Mobile 857.270.1645 | Fax 857.368.0601



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All job applications must be received through our website:  
[www.massdot.state.ma.us/Employment](http://www.massdot.state.ma.us/Employment)

**From:** [Boyle, Christopher \(DOT\)](#)  
**To:** [Commonwealth Fusion Center \(POL\)](#); [REDACTED]  
**Subject:** RE: Facial rec [REDACTED]  
**Date:** Thursday, May 16, 2019 8:42:57 AM  
**Attachments:** [image001.png](#)

---

[REDACTED]

Respectfully,  
  
Chris

---

**From:** Commonwealth Fusion Center (POL)  
**Sent:** Wednesday, May 15, 2019 5:26 PM  
**To:** [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
**Subject:** FW: Facial rec [REDACTED]

Good Evening,  
[REDACTED]

A facial recognition query of the provided Pennsylvania Driver's License photo returned three possible matches, which are listed below:

- [REDACTED]
- [REDACTED]
- [REDACTED]

I have included the R1s for the identities of [REDACTED], and [REDACTED] \*The current R1 record for [REDACTED] now displays a photo of a different individual.

[REDACTED]

Respectfully,

[Redacted]

[Redacted]

---

**From:** [Redacted] <[\[Redacted\]@ice.dhs.gov](mailto:[Redacted]@ice.dhs.gov)>

**Sent:** Wednesday, May 15, 2019 4:12 PM

**To:** Commonwealth Fusion Center (POL) <[fusion@pol.State.MA.US](mailto:fusion@pol.State.MA.US)>

**Subject:** Facial rec [Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted] <[\[Redacted\]@ice.dhs.gov](mailto:[Redacted]@ice.dhs.gov)>

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#); [Mulcahy, Sheila \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 16, 2019 7:02:20 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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**From:** Oracle Business Intelligence  
**Sent:** Thursday, May 16, 2019 7:01:00 AM (UTC-05:00) Eastern Time (US & Canada)  
**Subject:** DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Oracle Business Intelligence](#)  
**Subject:** DOT - Active (Open) Req Details  
**Date:** Thursday, May 16, 2019 7:02:17 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

---

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [David, Hannah \(DOT\)](#)  
**To:** [Ogilvie, Colleen \(DOT\)](#); [Primerano, John \(DOT\)](#); [Gleason, Margaret \(ATLAS\)](#)  
**Subject:** RE: May ESC deck assignments...  
**Date:** Wednesday, May 15, 2019 6:41:54 PM  
**Attachments:** [ATLAS ESC May 21 2019 V2 draft .pptx](#)

---

Updated slides.

Testing slide – Maggie is working on it.  
Application Support slide – John is working on it.  
Colleen has a rough draft of few other slides.

Thanks,

### **Hannah David**

Atlas Project Team, Project Manager  
25 Newport Ave  
Quincy, MA 02171

---

**From:** David, Hannah (DOT)  
**Sent:** Monday, May 13, 2019 3:41 PM  
**To:** Ogilvie, Colleen (DOT) <[Colleen.Ogilvie@dot.state.ma.us](mailto:Colleen.Ogilvie@dot.state.ma.us)>; Primerano, John (DOT) <[John.Primerano@dot.state.ma.us](mailto:John.Primerano@dot.state.ma.us)>; Gleason, Margaret (ATLAS) <[margaret.gleason@dot.state.ma.us](mailto:margaret.gleason@dot.state.ma.us)>  
**Subject:** RE: May ESC deck assignments...

Updated 4 slides.

Hannah

### **Hannah David**

Atlas Project Team, Project Manager  
25 Newport Ave  
Quincy, MA 02171

---

**From:** Ogilvie, Colleen (DOT)  
**Sent:** Friday, May 10, 2019 7:27 PM  
**To:** David, Hannah (DOT) <[Hannah.David@dot.state.ma.us](mailto:Hannah.David@dot.state.ma.us)>; Primerano, John (DOT) <[John.Primerano@dot.state.ma.us](mailto:John.Primerano@dot.state.ma.us)>; Gleason, Margaret (ATLAS) <[Margaret.Gleason@dot.state.ma.us](mailto:Margaret.Gleason@dot.state.ma.us)>  
**Subject:** May ESC deck assignments...

Hi Everyone,

Attached is the draft outline of the ESC deck. I've made assignments on each slide. Our goal is to have a completed draft deck for Erin by close of business Weds, May 15. She is away next week at

the AAMVA conference so we need to get it to her on Weds.

Last we spoke, we said we would do an update on testing. Secretary Pollack has asked for a Communications strategy update.-Ralph will prepare those slides.

Do we need to leave slide 7 where it is or should we move to the appendix?

Each of us should just send the revised slides assigned to us (and not the entire deck) to Hannah to compile.

Colleen



**From:** [Commonwealth Fusion Center \(POL\)](#)  
**To:** [REDACTED]  
**Subject:** FW: Facial rec [REDACTED]  
**Date:** Wednesday, May 15, 2019 5:26:11 PM  
**Attachments:** [REDACTED]

---

Good Evening,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

I have included the R1s for the identities of [REDACTED] and [REDACTED]. \*The current R1 record for [REDACTED] now displays a photo of a different individual.

[REDACTED]

Respectfully,

[REDACTED]

[REDACTED]

---

**From:** [REDACTED]@ice.dhs.gov>  
**Sent:** Wednesday, May 15, 2019 4:12 PM  
**To:** Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>  
**Subject:** Facial rec [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[@ice.dhs.gov](mailto:ice.dhs.gov)

**From:** [Richard, Hunter \(Guidehouse\)](#)  
**To:** [Ennis, Kevin \(DOT\)](#)  
**Cc:** [Tramonte, David \(Guidehouse\)](#)  
**Subject:** BIA Deliverables  
**Date:** Wednesday, May 15, 2019 5:11:47 PM  
**Attachments:** [BIA Deliverables.zip](#)

---

Hi Kevin,

Please find the BIA deliverables attached. They are organized by deliverable number in the SOW. We are still in the process of making an adjustment per Gary's request, but once that is completed, I will obtain signed deliverable acceptance forms from Gary.

Best,  
Hunter

**Hunter M. Richard**  
Project Manager, Guidehouse

MassDOT Business Impact Analysis Project  
10 Park Plaza, Suite 8110  
Boston, MA 02116  
781-632-3694

**From:** [Boyle, Christopher \(DOT\)](#)  
**To:** [Commonwealth Fusion Center \(POL\)](#); [REDACTED]  
**Cc:** [REDACTED] ([POL](#))  
**Subject:** RE: Facial Rec Request for Tewksbury PD  
**Date:** Wednesday, May 15, 2019 5:06:55 PM  
**Attachments:** [image002.png](#)

---

[REDACTED]

Respectfully,

Chris

Sergeant Christopher Boyle  
Massachusetts State Police  
Division of Homeland Security and Preparedness  
Fraud Identification Unit  
10 Park Plaza, 2<sup>nd</sup> Floor  
Boston, MA 02116  
[christopher.boyle@state.ma.us](mailto:christopher.boyle@state.ma.us)  
cell: 781-738-7286



---

**From:** Commonwealth Fusion Center (POL)  
**Sent:** Tuesday, May 14, 2019 7:04 PM  
**To:** [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
**Subject:** FW: Facial Rec Request for Tewksbury PD

[REDACTED]



*If NESPIN has helped you in a recent case please let us know.  
Your successes are our successes!*

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**From:** [Steve LeVine](#)  
**To:** [Goddard, Jacquelyn \(DOT\)](#)  
**Subject:** Axios Future: AI secrecy — The Uber harbinger — McDonald's embassies  
**Date:** Wednesday, May 15, 2019 5:02:16 PM

---



[View in browser](#)

PRESENTED BY KOCH INDUSTRIES

# Axios Future

By Steve LeVine · May 15, 2019

**Have your friends signed up?**

**Any stories we should be chasing?** Hit reply to this email or message me at [steve@axios.com](mailto:steve@axios.com). Kaveh Waddell is at [kaveh@axios.com](mailto:kaveh@axios.com) and Erica Pandey at [erica@axios.com](mailto:erica@axios.com).

Okay, let's start with ...

---

## 1 big thing: Secret government AI



Illustration: Sarah Grillo/Axios

The criminal justice system has eagerly taken up AI tools for surveillance, policing and sentencing — software that can track people's faces, deploy patrols where crime appears most likely, and recommend whether to grant bail.

*Kaveh reports:* But these tools are often cloaked in secrecy, so that it can be impossible to judge their accuracy, or even know where and how they are being used. Critics say this opens the door to misuse and discrimination.



**Driving the news:** San Francisco yesterday approved the most restrictive government surveillance regulations in the U.S.

- The new measure, if it is passed a second time next week, entirely bans official facial recognition in the city — though it does not apply to federal agencies — and requires every department that wants to use surveillance technology to apply for permission.
- At the other extreme, across the Pacific, is China. It is implementing the most Orwellian surveillance system on the planet, leaning especially hard on facial recognition to identify and track its Uighur minority.

**Why it matters:** When poorly coded or deployed, AI systems can make huge mistakes or harm some groups more than others. But where faulty facial recognition in Snapchat might mean some people can't use a fun filter, flawed police software can land the wrong people in jail.

- **Because these systems are** tightly guarded, outside experts can't check them for bias and accuracy, and the public doesn't know how well they perform.
- **Read this:** London police, responding to a freedom of information request, said this month that its facial recognition system misidentified people as criminals a whopping 96% of the time.
- **What's more, experts** and watchdogs say they don't actually know where such systems have been deployed around the United States, and defendants are often in the dark about whether advanced surveillance tech was used against them.

"**You can't meaningfully** build up a criminal defense, or change policies, if you don't know how these tools are being used," says Alice Xiang, a researcher at the Partnership on AI.

**San Francisco will soon** have its first-ever complete public list of

surveillance technology currently in use, says Lee Hepner, legislative aide to San Francisco Supervisor Aaron Peskin, who introduced the measure.

- **"Communities have a right** to know whether their governments use dangerous surveillance technology to track their daily lives," says Matt Cagle, an attorney at the ACLU of Northern California who advocated the measure.
- **Several other cities** — including Oakland and Somerville, a city in the Boston area — are considering similar legislation.

**The big picture:** The uptake of AI in criminal justice mirrors a broad push to automate difficult or sensitive decisions, like hiring and diagnosing diseases from medical scans. But they are often implemented without proper safeguards, says Peter Eckersley, research director at the Partnership on AI.

- **Nine police departments** have relied on faulty data for their predictive policing systems, [according to a March report](#) from AI Now and New York University. If the report is accurate, past patterns of biased policing, focused disproportionately on minority populations, are enshrined in new systems. This intensifies scrutiny on these groups.
- **Last month**, the Partnership on AI [studied risk-assessment tools](#) used to inform bail decisions and found that every system currently in use is flawed and should not be used.

**What's next:** Facial recognition is the most publicly controversial of the various AI tools governments use, and it's the one most likely to be regulated. Companies have asked the federal government to put rules in place for law enforcement use of the technology.



## 2. The Uber harbinger



Illustration: Sarah Grillo/Axios

As we reported before Uber's massive IPO, the company's two business areas — ride-hailing and Uber Eats — are both experiencing slowing growth and drained coffers.

- **Uber intended to slash** labor costs by using autonomous cars to eliminate drivers, but the technology is proving very difficult to develop

— let alone commercialize.

- **Drivers across the country** are striking against low wages and alleged mistreatment, and they're [suggesting that Uber](#) could burn through the entire pool of workers willing to drive for it.

**The company had a disappointing debut.** And now, four days into trading, investors are still in the red — today Uber shares were trading 10% below the open price on IPO day.

*[Axios' Dan Primack reports:](#)* That has got to worry other money-losing "unicorns" that operate in similar sectors.

In descending order of fear factor:

- **Micro-mobility:** Bird, Lime
  - Judging by the treatment of Lyft and Uber, the public market appears to be skeptical of the "ride" story.
- **Other ride-hail:** Didi Chuxing, Grab, Ola Cabs
  - Some of these foreign companies have significant diversification into other areas (such as Grab Finance).
- **On-demand delivery:** DoorDash, Instacart, Postmates
  - These companies insist they have better unit economics than ride-hail, because their marketplaces are three-sided instead of two. Their big question is how much value the public markets are ascribing to Uber EATS.

**The bottom line:** If these companies' most recent financings were benchmarked to Uber's valuation, at least in part, then we could be in for a series of high-profile down-rounds. Or orphaned unicorns. These things have a tendency to feed on themselves.

**Go deeper:** [Shorting Uber](#)



### 3. Mailbox: Superforecasters

Man on bicycle at mailbox



Photo: Derek Berwin/Fox Photos/Getty

**Several readers wrote** in about [our post](#) on the U.S. intelligence community's effort to find new "superforecasters." Here is one:

*If you can't make useful predictions, you aren't really an expert. That said, I think results like this are overstated (and I love Philip Tetlock's work). Policymakers aren't asking what price gold will be or even how many missile strikes will happen. Essentially that tests gambling skill, or the ability to find a central tendency among many future outcomes. That seems to me to be a more useful skill for policymakers who need to judge risk than intelligence analysts. I never saw any questions that were job relevant during previous prediction contests, at least in my field (science and technology).*

*Prediction in intelligence work requires identifying key drivers that policymakers can affect, or predicting really specific outcomes.*

*Counterargument: This work is great for impersonal epidemics, possibly to include criminal cyber at scale.*

— Christopher Porter, CTO, Global Cybersecurity Policy, FireEye, Reston, Va.



---

A MESSAGE FROM KOCH INDUSTRIES

## Koch to transform manufacturing with 3D metal printing

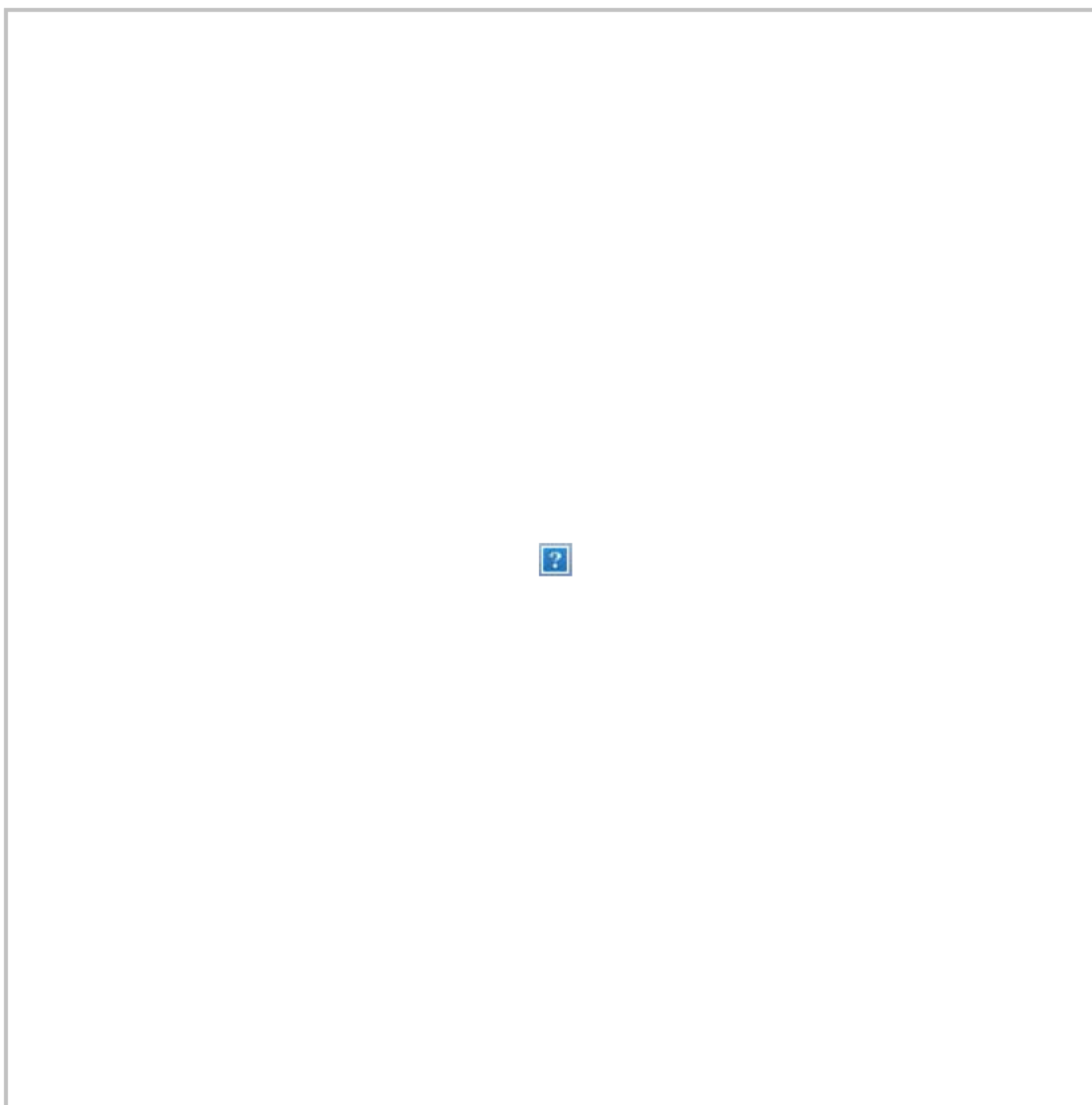


In a rare interview with CNBC, Chase Koch divulged how Koch Disruptive Technologies' latest \$160 million investment in 3D printing will transform any industry touched by manufacturing, including:

- Agriculture.
- Health care.
- Electronics.

**[Get the details.](#)**

## 4. Worthy of your time



Data: [Centers for Disease Control and Prevention](#); Chart: Axios Visuals

**Humanity needs an HQ2** ([The Economist](#))

**The American baby bust** ([Stef Kight](#) — [Axios](#))

**Has bitcoin's winter turned to spring?** ([Matthew De Silva](#) — [Quartz](#))

**AT&T promised 7k jobs; cut 23k instead** ([Jon Brodtkin](#) — [Ars Technica](#))

**The Chicago company hiring former inmates** ([Ruth Simon](#) — [WSJ](#))





## 5. 1 fun thing: The newest U.S. embassies

A group of people stand outside McDonald's in a black and white photo



McDonald's in Vienna in 1980. Photo: Barbara Alper/Getty

If you're vacationing in Vienna and you lose your passport, don't panic. Just

go get a Big Mac.

*Erica writes:* Per a new agreement with the State Department, McDonald's is becoming a quasi-U.S. Embassy. All 194 locations in Austria have been given special access to a 24-hour embassy hotline, [Fast Company reports](#).

- **The idea came from** U.S. Ambassador to Austria Trevor Traina, [who told BBC](#) that the goal is to increase the number of ways Americans can get in touch with the homeland.
- **Now McDonald's** quite literally symbolizes America.



---

A MESSAGE FROM KOCH INDUSTRIES

Incisionless brain surgery gives patients their lives back

Imagine your dentist, forced to retire due to an unstoppable shaking. Koch's investment in **a promising new technology is helping some people get back to doing what they love.**

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**From:** [REDACTED]  
**To:** [Boyle, Christopher \(DOT\)](#)  
**Subject:** RE: Facial Rec Request for Tewksbury PD  
**Date:** Wednesday, May 15, 2019 4:53:47 PM

---

Good Afternoon Sgt. Boyle,

[REDACTED]

Respectfully Submitted,

[REDACTED]

---

**From:** Boyle, Christopher (DOT)  
**Sent:** Wednesday, May 15, 2019 9:37 AM  
**To:** [REDACTED]  
**Subject:** FW: Facial Rec Request for Tewksbury PD

Danny,

Please look into this. [REDACTED]

Thanks,

Chris

---

**From:** Commonwealth Fusion Center (POL)  
**Sent:** Tuesday, May 14, 2019 7:04 PM  
**To:** [REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED] pol.state.ma.us>; Boyle,

Christopher (POL) <Christopher.Boyle@pol.state.ma.us>  
Cc: Salvatore, Justin (POL) <Justin.Salvatore@pol.state.ma.us>  
Subject: FW: Facial Rec Request for Tewksbury PD

[REDACTED]

[REDACTED]

---

From: [REDACTED] <[\[REDACTED\]@nespin.riss.net](mailto:[REDACTED]@nespin.riss.net)>  
Sent: Tuesday, May 14, 2019 4:18 PM  
To: Commonwealth Fusion Center (POL) <[fusion@pol.State.MA.US](mailto:fusion@pol.State.MA.US)>  
Subject: Facial Rec Request for Tewksbury PD

[REDACTED]

Thank you,

**Data in public records, commercially available data sources and the internet can contain errors and are generally not totally free from defect. Data from these sources should not be considered definitively accurate, and all data we provide to you should be independently verified before taking any action based on the results.**

[REDACTED]

*RISS – A Proven Resource for Law Enforcement*



*If NESPIN has helped you in a recent case please let us know.  
Your successes are our successes!*

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**From:** [Boyle, Christopher \(DOT\)](#)  
**To:** [REDACTED]  
**Subject:** RE: Altered Prints from Wayland PD  
**Date:** Wednesday, May 15, 2019 4:39:00 PM

---

Please do not disseminate the below case photos outside of this email chain. They are being included for ease of explanation.

Please see the below information collected by Tpr. Malhotra:

Referencing the Framingham request / Wayland arrest, I have found the following.

[REDACTED]

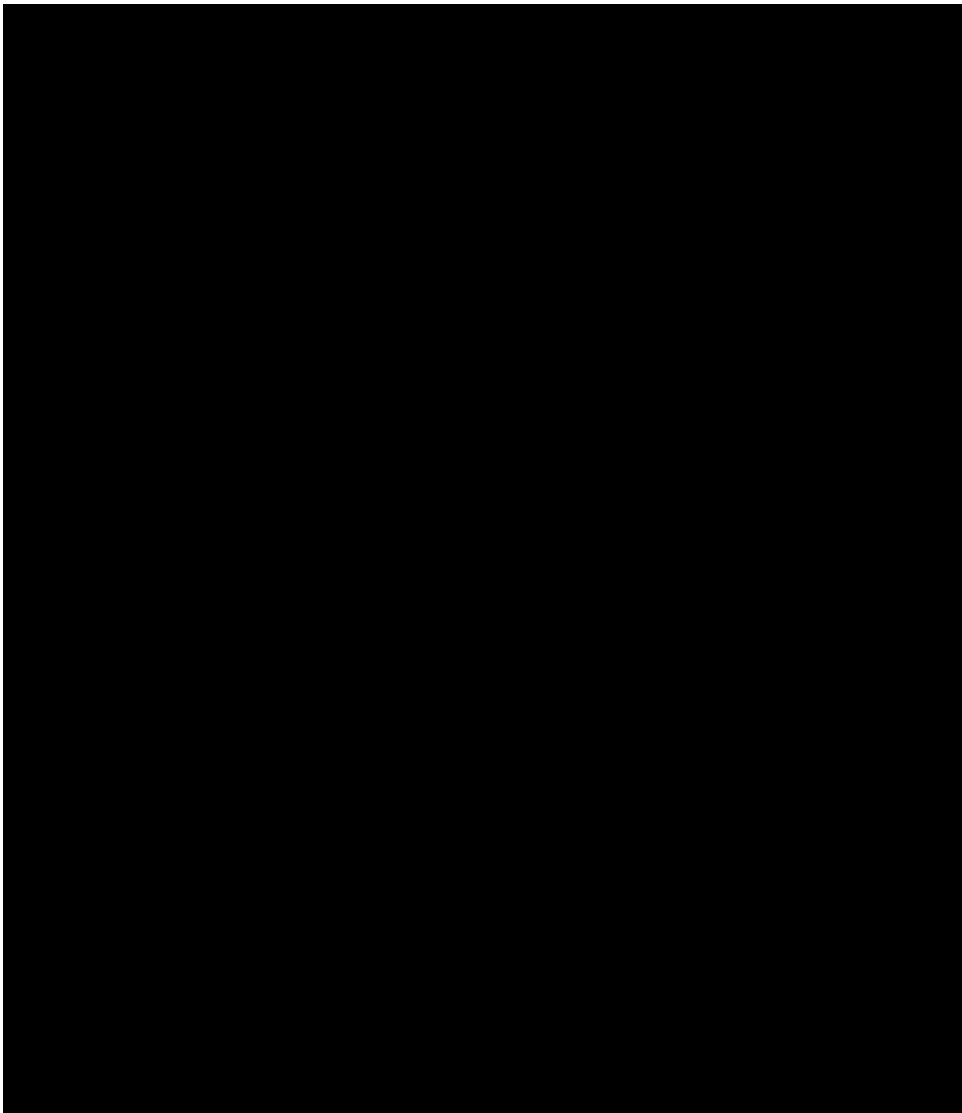
[REDACTED]

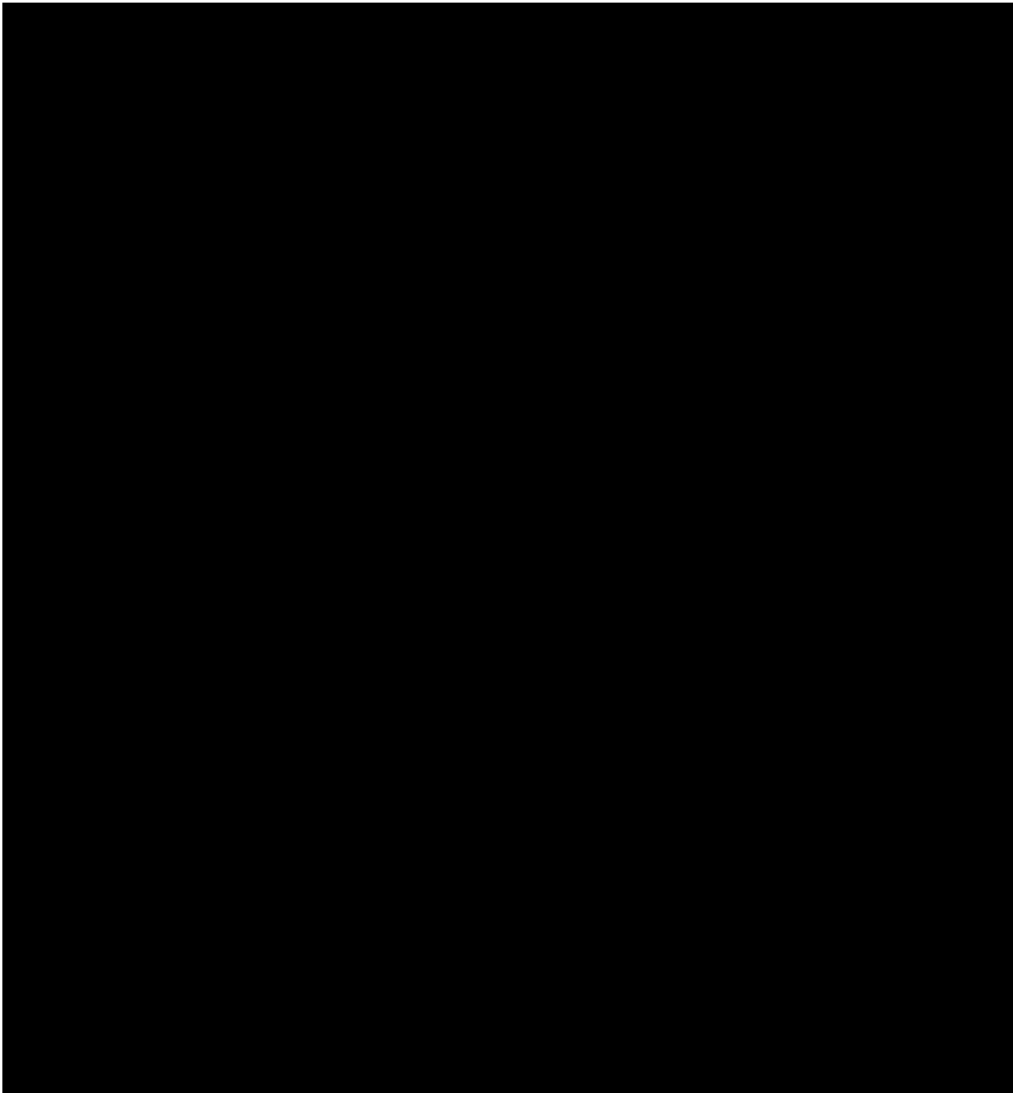
[REDACTED]

[REDACTED]

[REDACTED]







DL Status: <b>ACT/NRE</b>	DL Status: <b>REV</b>
<p> Checklist</p> <ul style="list-style-type: none"><li><input type="checkbox"/> ALARS</li><li><input type="checkbox"/> Warrants</li><li><input type="checkbox"/> BOP</li><li><input type="checkbox"/> III</li><li><input type="checkbox"/> Sex Offender Check</li><li><input type="checkbox"/> ICE</li><li><input type="checkbox"/> Other</li></ul>	<p> Checklist</p> <ul style="list-style-type: none"><li><input type="checkbox"/> ALARS</li><li><input type="checkbox"/> Warrants</li><li><input type="checkbox"/> BOP</li><li><input type="checkbox"/> III</li><li><input type="checkbox"/> Sex Offender Check</li><li><input type="checkbox"/> ICE</li><li><input type="checkbox"/> Other</li></ul>

---

**From:** [REDACTED] (POL)  
**Sent:** Monday, May 13, 2019 3:20 PM  
**To:** [REDACTED]  
[REDACTED]  
[REDACTED]  
**Cc:** Boyle, Christopher (POL) <Christopher.Boyle@pol.state.ma.us>; [REDACTED]  
[REDACTED]

**Subject:** RE [REDACTED]

Good Afternoon,

[REDACTED]

Respectfully,

[REDACTED]

[REDACTED]

*Good evening,*

[REDACTED]

[REDACTED]

*SSN:* [REDACTED]

*Thank you,*

[REDACTED]

---

**From:** [REDACTED] <[\[REDACTED\]@pol.state.ma.us](mailto:[REDACTED]@pol.state.ma.us)>

**Sent:** Monday, May 13, 2019 12:58 PM

**To:** [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**Subject:** RE: [REDACTED]

Sir, I believe [REDACTED] was working on this. I'll check with him

---

**From:** [REDACTED] <[\[REDACTED\]@pol.state.ma.us](mailto:[REDACTED]@pol.state.ma.us)>

**Sent:** Monday, May 13, 2019 12:52 PM

**To:** [REDACTED]

**Cc:** Boyle, Christopher (POL) <[Christopher.Boyle@pol.state.ma.us](mailto:Christopher.Boyle@pol.state.ma.us)>; [REDACTED]

**Subject:** RE: [REDACTED]

DLT [REDACTED]

[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED] in case they know if the facial recognition was run. Again, sorry if I missed it (they've been a lot lately).

Thank you

---

**From:** [REDACTED] (POL)

**Sent:** Sunday, May 12, 2019 1:20 PM

**To:** [REDACTED] (POL)

**Subject:** [REDACTED]

[REDACTED]

[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]

[REDACTED]  
[REDACTED]

Please see attached.

Thank you,



**From:** [Massachusetts State Police Records Management System](#)  
**To:** [Malhotra, Danish \(POL\)](#)  
**Subject:** ACISS Alert: Your ASSISTANCE RENDERED Report has been approved!  
**Date:** Wednesday, May 15, 2019 4:12:47 PM  
**Attachments:** [CaseReport\\_2019-134-61\\_2.pdf](#)

---

From: ACISS (MSP)  
Report 2019-134-61/2(ASSISTANCE RENDERED) was just approved by Boyle, Christopher (msp2710 / Fraud Identification Unit / MSP).

**From:** [Massachusetts State Police Records Management System](#)  
**To:** [Malhotra, Danish \(POL\)](#)  
**Subject:** ACISS Alert: Your ASSISTANCE RENDERED Report has been approved!  
**Date:** Wednesday, May 15, 2019 4:12:34 PM  
**Attachments:** [CaseReport\\_2019-134-61\\_3.pdf](#)

---

From: ACISS (MSP)  
Report 2019-134-61/3(ASSISTANCE RENDERED) was just approved by Boyle, Christopher (msp2710 / Fraud Identification Unit / MSP).

**From:** [Massachusetts State Police Records Management System](#)  
**To:** [Malhotra, Danish \(POL\)](#)  
**Subject:** ACISS Alert: Your ASSISTANCE RENDERED Report has been approved!  
**Date:** Wednesday, May 15, 2019 4:11:15 PM  
**Attachments:** [CaseReport\\_2019-134-61\\_4.pdf](#)

---

From: ACISS (MSP)  
Report 2019-134-61/4(ASSISTANCE RENDERED) was just approved by Boyle, Christopher (msp2710 / Fraud Identification Unit / MSP).



**From:** [Boyle, Christopher \(DOT\)](#)  
**To:** [REDACTED]  
**Subject:** RE: Potential Fraudulent ID  
**Date:** Wednesday, May 15, 2019 2:42:01 PM  
**Attachments:** [image001.png](#)  
[image005.png](#)

---

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Respectfully,

Chris

Sergeant Christopher Boyle  
Massachusetts State Police  
Division of Homeland Security and Preparedness  
Fraud Identification Unit  
10 Park Plaza, 2<sup>nd</sup> Floor  
Boston, MA 02116  
[christopher.boyle@state.ma.us](mailto:christopher.boyle@state.ma.us)

cell: 781-738-7286



---

**From:** [REDACTED] (POL)

**Sent:** Friday, May 10, 2019 2:53 PM

**To** [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

**Subject:** Potential Fraudulent ID

Good Afternoon,

We received the below request from Bristol County Sheriff's Office. [REDACTED]  
[REDACTED]

Requestors Name & contact info: [REDACTED],  
[REDACTED] [@bcso-ma.org](mailto:[REDACTED]@bcso-ma.org)

Subject's name & identifiers: [REDACTED], [REDACTED], SI [REDACTED], [REDACTED]

Have a great weekend!

Respectfully,

[REDACTED]  
[REDACTED]  
[REDACTED]



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---

**From:** Commonwealth Fusion Center (POL)

**Sent:** Friday, May 10, 2019 2:49 PM

**To** [REDACTED] [@bcso-ma.org](mailto:[REDACTED]@bcso-ma.org)

**Subject:** RE: [REDACTED]

Good Afternoon,

[Redacted]

[Redacted] attached are all the documents.

Respectfully,

[Redacted]



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**From:** [Redacted] <[\[Redacted\]@bcso-ma.org](mailto:[Redacted]@bcso-ma.org)>  
**Sent:** Friday, May 10, 2019 1:20 PM  
**To:** Commonwealth Fusion Center (POL) <[fusion@pol.State.MA.US](mailto:fusion@pol.State.MA.US)>  
**Cc:** [Redacted]  
**Subject:** [Redacted]  
**Importance:** High

Good afternoon,

I am wondering if you could run facial rec of the photo attached above. This male subject gave us the name of [Redacted] Dob: [Redacted] and a SS# [Redacted]. [Redacted]

Case#: [Redacted] / Crime 90/25, imposter.

Thank you,  
[Redacted]  
[Redacted]  
[Redacted]

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

**From:** [robpcaruso](mailto:robpcaruso)  
**To:** [laurie92355](mailto:laurie92355); [Caruso, Laurie A. \(DOT\)](mailto:Caruso, Laurie A. (DOT))  
**Subject:** Fwd: Everett casino is draining local labor pool. US birth rate falls for 4th straight year. Gail Goodman's new gig. [Presented by City National Bank]  
**Date:** Wednesday, May 15, 2019 1:42:24 PM

---

Read the article about Arthur's teacher Mr. Rayburn and his new husband at the bottom of his post!

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

**From:** Talking Points AM <[newsletters@bostonglobe.com](mailto:newsletters@bostonglobe.com)>

**Date:** 5/15/19 9:05 AM (GMT-05:00)

**To:** [robpcaruso@yahoo.com](mailto:robpcaruso@yahoo.com)

**Subject:** Everett casino is draining local labor pool. US birth rate falls for 4th straight year. Gail Goodman's new gig. [Presented by City National Bank]

[View web version](#)



*Good morning and welcome to Talking Points AM for Wednesday, May 15.  
Overnight: The US State Department ordered all nonemergency staff to leave Iraq as tensions with Iran mount ([ABC News](#)). China reported a decline in retail sales and industrial production ([Reuters](#)). US stock futures are down modestly after yesterday's rebound ([CNBC](#)).*

---



DAVID L. RYAN/GLOBE STAFF

**LOOK MA, NO HANDS:** The Rhode Island Department of Transportation began running a free shuttle service yesterday in Providence using autonomous electric minibuses along a 5-mile route through the heart of the city. And though there'll be humans on board as backup, a complex array of computers, cameras, and lasers will do the real driving. ([Hiawatha Bray/Boston Globe](#))

## First Up

---

**Baby bust:** There are fewer babies being born in the US, and that's bad news for wannabe grandparents and the economy. The [AP has the details](#) from the government's latest report on birth rates:

- US birth rates last year reached record lows for women in their teens and 20s, leading to the fewest babies in 32 years.
- There were 3.788 million births last year, the fourth straight year of



decline.

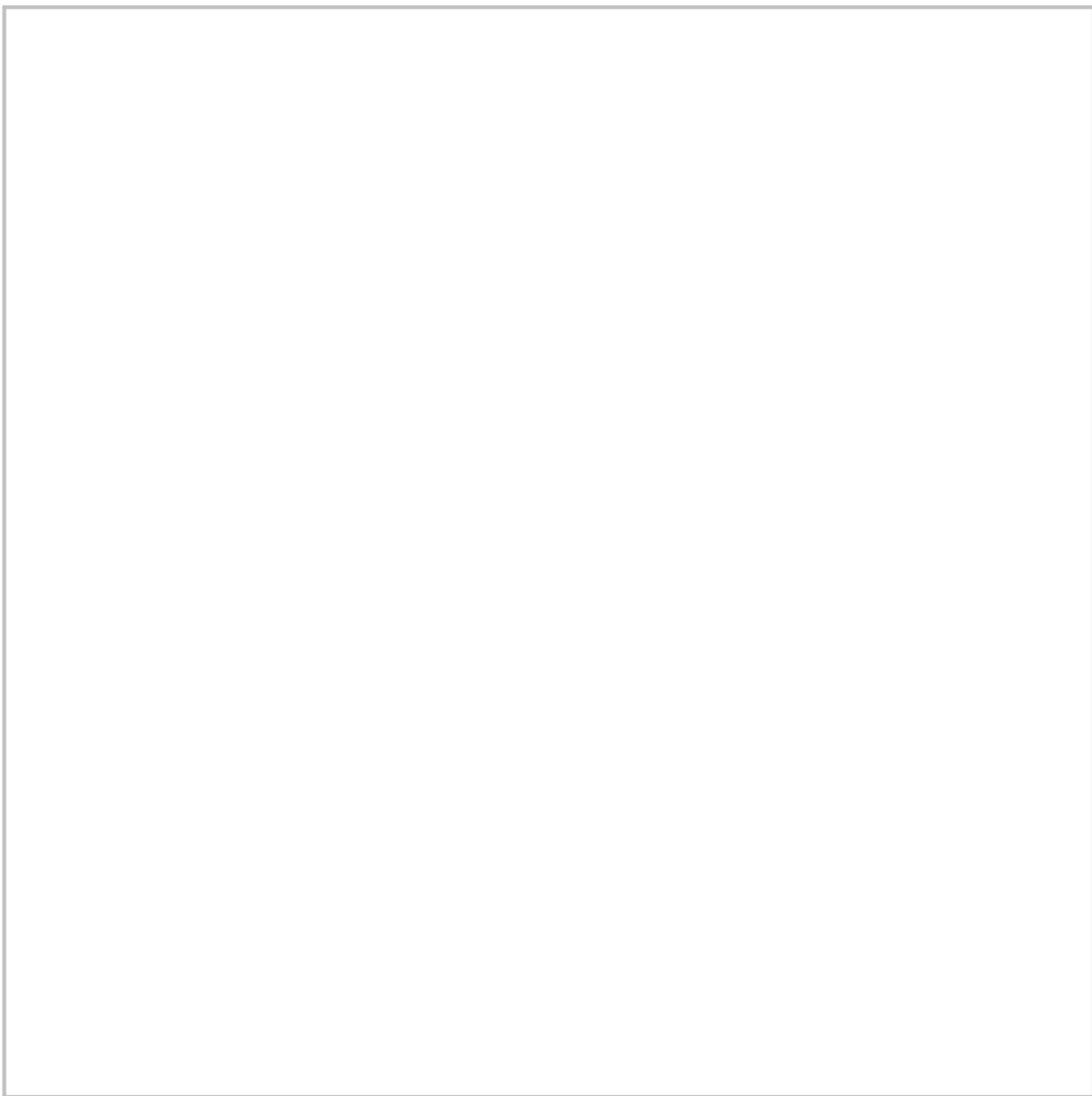
- The fertility rate of 1.7 births per US woman fell 2 percent, meaning the current generation isn't making enough babies to replace itself.
- Whether more US women are postponing motherhood or forgoing it entirely isn't yet clear.

**Bottom line:** "If trends continue, experts said, the US can expect labor shortages including in elder care when aging baby boomers need the most support." However, not everyone is sounding the alarm. Some experts predict that today's young women will catch up with childbearing later in their lives. The only two groups with slightly higher birth rates in 2018 were women in their late 30s and those in their early 40s.



---

## Catching Up



JIM DAVIS/GLOBE STAFF

**A view of the soon-to-open Encore Boston Harbor casino in Everett.**

**Help needed:** While we are on the topic of labor shortages (no pun intended), the new Everett casino and hotel is proving to be a big headache for local employers already struggling to hire and retain workers in a tight labor market, the Globe's Katie Johnston reports. **Wynn Resorts** is committed to filling three-quarters of the jobs at its Encore Boston Harbor with workers from within 30 miles of Everett, meaning that most of its hires are likely to come from nearby establishments. Restaurants, hotels, and even hospitals say they are losing some of their best workers. Katie has more on the issue [here](#).

**Land deal: Related Beal** bought a 6.5-acre parcel on Fort Point Channel from **Gillette** parent Procter & Gamble for \$218 million. Zoning for the area would allow a building with more than 1 million square feet of space. The deal closed

just days after another pair of developers -- Alexandria Real Estate Equities and National Development -- paid \$252 million to buy two General Electric buildings and a site permitted for a 12-story tower that was to be GE's headquarters. ([Tim Logan/Boston Globe](#))

**Gail Goodman**, who was CEO of Constant Contact when she sold the e-mail marketing company for more than \$1 billion, has found her next gig. Goodman will be chief product officer of Pepperlane, a Somerville startup that provides software for mothers who want to launch businesses but have the flexibility to run them on a part-time basis. She also gets the title of cofounder. ([Jon Chesto/Boston Globe](#))

**Cutting out the middleman: Fidelity Investments** is bringing its stock-lending business in-house, instead of paying **Goldman Sachs** to run it. [Per Bloomberg](#): The Boston-based company plans to use some of the savings from the switch to boost returns in the funds that lend securities to short sellers -- who then sell the borrowed shares in a bet that the price will fall, and that they can later repay the shares at a lower price.

---

#### **News flash:**

- Uber drivers are contractors, not employees, Labor Board says ([NYT](#))
- US House committee to examine security impact of Chinese rail car maker ([MassLive](#))
- San Francisco bans use of facial recognition software ([CNN](#))
- Disney takes over Hulu as big media players navigate streaming ([AP](#))
- Survey: One in three female lawyers are sexually harassed ([Bloomberg](#))

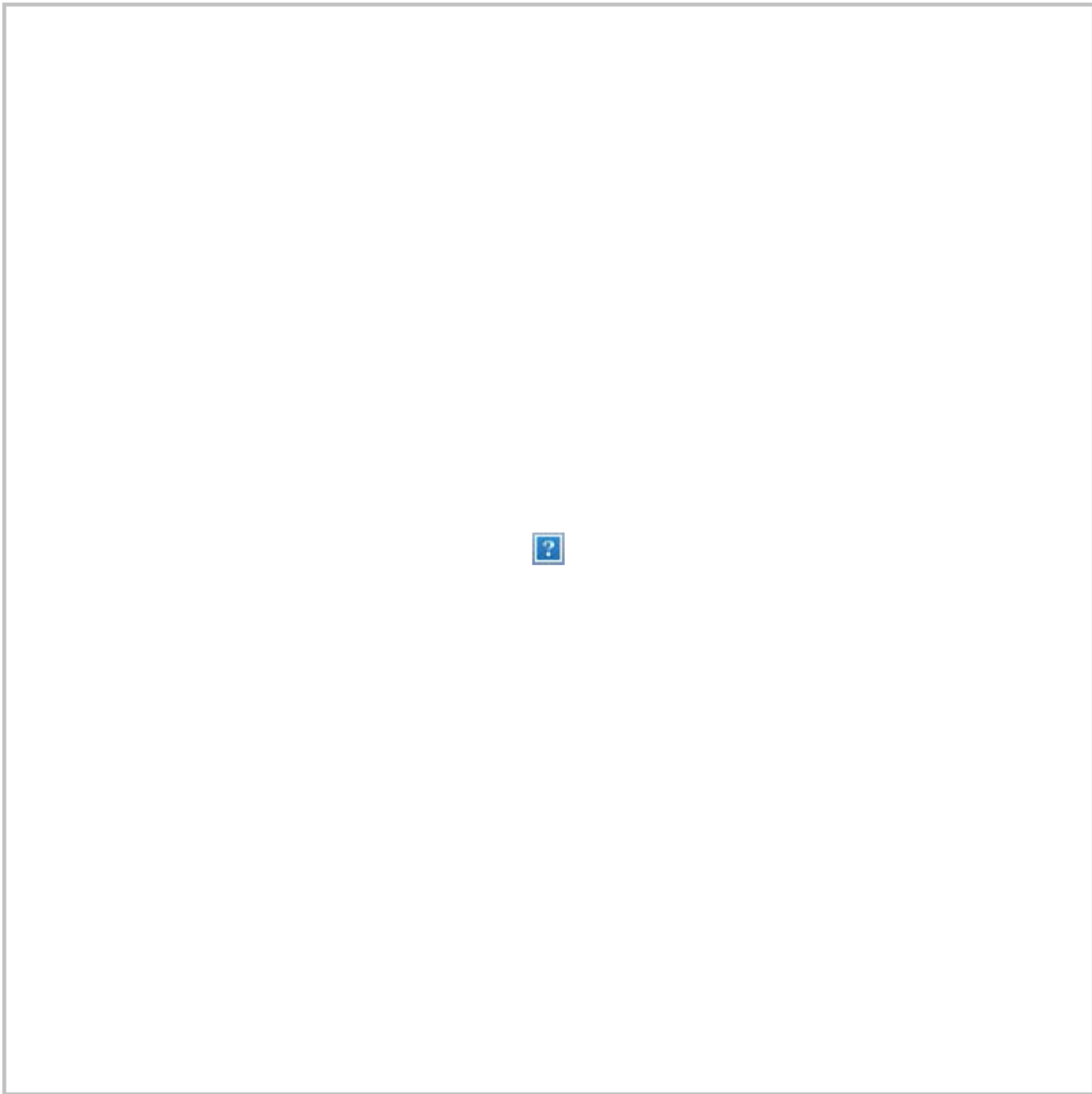
#### **Data download:**

- Earnings are due today from Alibaba, Cisco, and Macy's.
  - US retail sales fell 0.2 percent in April.
  - US industrial production and capacity utilization report set for 9:15 a.m.
- 

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## Wrapping Up



WGBH & PBS KIDS

**Mr. Ratburn and his new husband, Patrick, in a scene from the PBS Kids show "Arthur."**

**Wedding episode:** WGBH-produced "Arthur" premiered on PBS in 1996, and is now the longest-running animated series for children. Still, the show broke new ground this week with an episode revealing that Arthur's teacher, Mr. Ratburn, is gay. Arthur and his friends are invited to Mr. Ratburn's wedding to Patrick, the owner of a local chocolate shop. In a statement, PBS said that "PBS KIDS programs are designed to reflect the diversity of communities across the nation. We believe it is important to represent the wide array of

adults in the lives of children who look to PBS KIDS every day." ([Boston.com](#))

---

*That's it for now. My invitation to Mr. Ratburn's wedding must have been lost in the mail. Jon Chesto will have a wrap of the day's business news this evening with Talking Points PM. You can [sign up here](#) if you're not already a subscriber. You can reach me at [larry.edelman@globe.com](mailto:larry.edelman@globe.com) and follow me on Twitter [@GlobeNewsEd](#).*

---

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**From:** [REDACTED]  
**Subject:** RE: Facial Rec Request for Tewksbury PD  
**Date:** Wednesday, May 15, 2019 12:17:24 PM

---

Good morning,

I am unable to locate any info in our files for the name [REDACTED] DOB: 1[REDACTED].

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

*The preceding email message (including any attachments) contains information that may be confidential, may be protected by the attorney-client or other applicable privileges, or may constitute non-public information. It is intended to be conveyed only to the designated recipient(s) named above. If you are not an intended recipient of this message, please notify the sender by replying to this message and then delete all copies of it from your computer system. Any use, dissemination, distribution, or reproduction of this message by unintended recipients is not authorized and may be unlawful.*

---

**From:** [REDACTED] (POL)  
**Sent:** Tuesday, May 14, 2019 7:46 PM  
**To:** [REDACTED]  
**Subject:** Fwd: Facial Rec Request for Tewksbury PD

Sent from my iPhone

Begin forwarded message:

**From:** "Commonwealth Fusion Center (POL)" <[fusion@pol.State.MA.US](mailto:fusion@pol.State.MA.US)>  
**Date:** May 14, 2019 at 7:04:16 PM EDT  
**To:** [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED] "Boyle, Christopher (POL)"  
<[Christopher.Boyle@pol.state.ma.us](mailto:Christopher.Boyle@pol.state.ma.us)>  
**Cc:** [REDACTED] (POL)" [REDACTED] <[\[REDACTED\]@pol.state.ma.us](mailto:[REDACTED]@pol.state.ma.us)>  
**Subject:** FW: Facial Rec Request for Tewksbury PD

[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED] If

there is any additional information that is needed, please let me know. Thanks.

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

---

**From:** [REDACTED] <[\[REDACTED\]@nespin.riss.net](mailto:[REDACTED]@nespin.riss.net)>  
**Sent:** Tuesday, May 14, 2019 4:18 PM  
**To:** Commonwealth Fusion Center (POL) <[fusion@pol.State.MA.US](mailto:fusion@pol.State.MA.US)>  
**Subject:** Facial Rec Request for Tewksbury PD

[REDACTED]  
[REDACTED]  
[REDACTED]

Thank you,

**Data in public records, commercially available data sources and the internet can contain errors and are generally not totally free from defect. Data from these sources should not be considered definitively accurate, and all data we provide to you should be independently verified before taking any action based on the results.**

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

*RISS – A Proven Resource for Law Enforcement*

**From:** [Boyle, Christopher \(DOT\)](#)  
**To:** [Commonwealth Fusion Center \(POL\)](#); [REDACTED]  
**Subject:** RE: Facial Rec  
**Date:** Wednesday, May 15, 2019 11:45:10 AM

---

[REDACTED]

Respectfully,

Chris

Sergeant Christopher Boyle  
Massachusetts State Police  
Division of Homeland Security and Preparedness  
Fraud Identification Unit  
10 Park Plaza, 2nd Floor  
Boston, MA 02116  
[christopher.boyle@state.ma.us](mailto:christopher.boyle@state.ma.us)  
cell: 781-738-7286

-----Original Message-----

**From:** Commonwealth Fusion Center (POL)  
**Sent:** Tuesday, May 14, 2019 2:06 PM  
**To:** [REDACTED]

**Subject:** FW: Facial Rec

Good Afternoon,

[REDACTED] Attached is the fraud ID form with supporting documentation.

Respectfully,

[REDACTED]

[REDACTED]



-----Original Message-----

From: [REDACTED]@usdoj.gov>

Sent: Tuesday, May 14, 2019 12:58 PM

To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>

Subject: Facial Rec

Good afternoon,

Could you please run the following through facial recognition? Case is [REDACTED]



[image1.jpeg]

Sent from my iPhone

**From:** [Falcon, Eric \(DOT\)](#)  
**To:** [Brad Vivori; MSP-DL - Facial Rec ES](#)  
**Subject:** RE: facial rec  
**Date:** Wednesday, May 15, 2019 11:16:14 AM  
**Attachments:** [image001.png](#)

---

Hello Detective Vivori, Facial recognition was unable to find a possible match on subject in photo's submitted.

Kindly,

**Eric Falcon**  
**DOT-RMV/Enforcement Services**  
**Massachusetts State Police**  
**10 Park Plaza, 2<sup>nd</sup> Floor-Suite 2310**  
**Boston. Mass 02116**  
**Phone-857-368-8605**  
**Fax- 857-368-0645**

---

**From:** Brad Vivori [mailto:[bvivori@northadams-ma.gov](mailto:bvivori@northadams-ma.gov)]  
**Sent:** Wednesday, May 15, 2019 10:24 AM  
**To:** MSP-DL - Facial Rec ES  
**Subject:** facial rec

Detective Brad Vivori  
North Adams Police Department  
11 Summer Street  
North Adams, MA 01247  
(413) 664-4944 Ext 4220  
Fax: 413-663-3834



**From:** [Baldassaro, Bernard X. \(DOT\)](#)  
**To:** [Torre, Marilyn \(DOT\)](#)  
**Subject:** RE: tablets  
**Date:** Wednesday, May 15, 2019 11:13:00 AM

---

Hi Marilyn,

Remember the saying, "Be careful what you ask for"? I would like to order 14 Microsoft Surface Pro tablets for the entire appraisal section. The following are the names of all who wish to have one issued to them:

Bernard Baldassaro  
Joseph Klejna  
John Vieau  
Joseph Flanagan  
Elizabeth Fekete  
Alba Padilla  
Ryan Maher  
Paul Sullivan  
Barbara O'Neill  
Kimberly Hadley  
Carolyn Yates  
Jenny Flanagan  
William Griffin  
John Phelan

I would like to thank you for reaching out and offering your assistance. I know that the concept of portable files for all agents has been your goal for quite some time. Thank you for making it a reality!!

-Bernie

---

**From:** Torre, Marilyn (DOT)  
**Sent:** Monday, May 13, 2019 11:03 AM  
**To:** Baldassaro, Bernard X. (DOT)  
**Subject:** tablets

Hi Bernie,

As discussed, see attached.

Microsoft Surface Pro; it includes a Bluetooth mouse, stylus pen, and an OtterBox case. It also comes with a Verizon air card installed, so connectivity issues are virtually non-existent.

Really cool tablet; you can log in with facial recognition, a pin number, or a password.

Let me know if you're interested, or if you need more information on the product.

Thanks,  
Marilyn

**From:** [Uy, Lorraine \(DOT\)](#)  
**To:** [O'Leary, Paul \(DOT\)](#); [McSweeney, David \(DOT\)](#); [Bergman, Stuart \(DOT\)](#)  
**Subject:** FW: SharePoint 2007 Upgrade to SharePoint Online Phase II - Follow-up  
**Date:** Wednesday, May 15, 2019 10:57:01 AM  
**Attachments:** [Checked Out Files Report.xlsx](#)  
[Final Site Details- Batch 2.xlsx](#)

---

FYI on SharePoint Site updates. Thanks.

---

**From:** Leccese, Douglas (DOT)

**Sent:** Tuesday, May 14, 2019 4:31 PM

**To:** Amato, John E. (DOT); Baldassaro, Bernard X. (DOT); Ball, Dawn (DOT); Barry, Germaine (DOT); Betts, William (DOT); Brandon, Lawrence (DOT); Breen, Marie (DOT); Brewer, Michael (DOT); Bristol, Susan (DOT); Brooks, James E. (DOT); Brown, Karen A. (DOT); Cadorette, John (DOT); Carter, Annemarie (DOT); Castro, Nady (DOT); Champlin, Tom (DOT); Chanthaboun, Sye (DOT); Cheney, Dana (DOT); Chetpelly, Naresh (DOT); Chirokas, David (DOT); Collaro-Surette, Cheryl (DOT); Cousin, Stephen G. (DOT); Cousins, Rosalee (DOT); Crochiere, Kenneth J. (DOT); Dinunzio, Rita (DOT); Dionne, Robert (DOT); DiOrio, Brian E. (DOT); DiPaolo, Thomas A. (DOT); DiPietro, Robert S. (DOT); Duverge, Raquel (DOT); Eagan, Alida (DOT); Faria, Kevin (DOT); Fernandes, Miguel (DOT); Ferringo, William (DOT); Foley, Karyn L. (DOT); Garbaczeski, Paul (DOT); Giando, Robin R. (DOT); Grace, Augusto (DOT); Greene, Joel (DOT); Hamel, Roger J. (DOT); Hamwey, Scott (DOT); Hart, Lisa (DOT); Hayes, Meredith C. (DOT); Hughes, Carl (DOT); Hyland, John (DOT); Jean-Paul, Lesly (DOT); Jones, Gail (DOT); Kandel, Suman (DOT); Kane, Jennifer (DOT); Karthigesan, Jothie (DOT); Kelleher, Brian M. (DOT); Khanna, Rick (DOT); Knapp, David (DOT); Kofitsas, Kostas M. (DOT); Kolla, Narayana (DOT); Korsunsky, Julia (DOT); Lavallee, Paul (DOT); Lee, Donna M. (DOT); Lopes, Kevin (DOT); Lotti, Katherine (DOT); Lozada, John (DOT); Lyons, Maryellen (DOT); Makie, Joan (DOT); Martorana, Craig (DOT); McCollem, Steve (DOT); McGonagle, Dan (DOT); McLaughlin, Steve E. (DOT); Mirabella, Steve (DOT); Moore, William A. (DOT); Navarro, Tom (DOT); Nawrocki, Diane (DOT); Nelson, Jim (DOT); Newberry, Jesse (DOT); Newton, Mark (DOT); Olorunwunmi, Omotunde (DOT); O'Neil, Karen (DOT); O'Neill, Steven D. (DOT); Palavalsa, Kavitha (DOT); Paluses, Robert (DOT); Perduyn, Karen (DOT); Pomakis, Jim (DOT); Ramirez, Alwin T. (DOT); Richard, Jennifer L. (DOT); Riggins, Jerrell (DOT); Rigney, Joseph (DOT); Rinella, Matthew (DOT); Robida, James R. (DOT); Roddy, Samantha (DOT); Rosenberg, Harri (DOT); Sanchez, Miguel (DOT); Seavey, T. Chris (DOT); Shrader, Justin (DOT); Silbaugh, Owen (DOT); Silva, Victor (DOT); Silvernail, Paul (DOT); Sims, Andrew (DOT); Slack, Justin (DOT); Sobczynski, Gregory (DOT); Soma, Stephen (DOT); Spatafore, Michael (DOT); Spriggs, Nicole (DOT); Stowe, William (DOT); Kandel, Suman (DOT); Swan, Adam J. (DOT); Tagzine, Hichame (DOT); Tilley, James (DOT); Tobias, Maria (DOT); Tomkavage, Nicholas (DOT); Totakura, Pruthvi Kumar (DOT); Treanor, Christopher (DOT); Turner, Virginia (DOT); Ummadi, Ramakrishna (DOT); Uy, Lorraine (DOT); Valovcin, Darryl (DOT); Vaughn, Michelle (DOT); Warren, Aric (DOT); Withington, Mark (DOT); Witt, William (DOT); Yee, Bill (DOT); Young, Dana (DOT)

**Cc:** Kandel, Suman (DOT); Jean-Paul, Lesly (DOT); Rosenberg, Harri (DOT); Newberry, Jesse (DOT); Newton, Mark (DOT); Witt, William (DOT); Ball, Dawn (DOT); Bedard, David (DOT); Tilley, James (DOT); Treanor, Christopher (DOT)

**Subject:** SharePoint 2007 Upgrade to SharePoint Online Phase II - Follow-up

Hi SharePoint users,

This e-mail is a follow-up to the message we sent out on Wednesday, 5/1/2019.

We have completed the Phase II sites migrating/copying of the production SharePoint 2007 data to SharePoint Online. The attachment contains the site details for Phase II.

The next task on the project is User Acceptance Testing (UAT), which is scheduled from 5/21/2019 – 5/24/2019.

**Site owners are requested to be available during this time to verify that their site's**

**functionality is correct as SharePoint 2007.**

**During the final Phase II migration of SharePoint 2007, the existing sites will only have READ ONLY ACCESS on 5/28/2019. During this time if you require to update any document, please copy/download those documents from SharePoint 2007 to a location (Network/Local Drive) where you can edit them. After the UAT Testing and full migration is complete, users can then upload the documents to their SharePoint Sites.**

Phase II of the migration project encompasses over 350 sites. We are asking all site owners to review the options listed below and let us know which option suits your needs for this phase of the migration. Please e-mail us back with your option so we can plan your option accordingly.

Options:

1. Delete the site with the data if you don't need it anymore or if a copy of the data exists on a Network/Local Drive.
2. Just archive the data if you don't know what is it there. No Testing is required.
3. If you know what is in your site, please test/verify SharePoint 2007 vs SharePoint Online to make sure we have everything in there. This is going to be your final production site.

**NOTE: Please make sure the following items have been taken care before the final migration begins.**

1. Make sure there are no documents that have been **"Checked Out"**. If there are, the last saved version will be migrated over and any updates to **"Checked Out"** document will be lost. Please make sure that all **"Checked Out"** documents have been **"Checked In"**.
  - a. If you have already **"Checked In"** your documents, please ignore this task.
2. Any Workflow Instances that are currently **"In process"** status have been completed or stopped.
3. Communicate to all of your site users the tasks and timelines outlined in this e-mail for their knowledge.
4. Please let us know the Primary and Secondary person you have identified for verifying your site.

In future communications we will be sending out the new site details including SharePoint Online URLs and a test plan for your SharePoint Online site.

If you have any questions or concerns regarding this process, please do not hesitate to contact Suman Kandel or myself.

Thank you,

Doug

**Doug Leccese**

SR. Business Analyst

E: [Douglas.Leccese@dot.state.ma.us](mailto:Douglas.Leccese@dot.state.ma.us)

P: 1 (857) 368-9807 (office)



---

**From:** Leccese, Douglas (DOT)

**Sent:** Wednesday, May 01, 2019 4:31 PM

**To:** Amato, John E. (DOT) <John.Amato@dot.state.ma.us>; Baldassaro, Bernard X. (DOT) <Bernard.Baldassaro@dot.state.ma.us>; Ball, Dawn (DOT) <Dawn.Ball@dot.state.ma.us>; Barry, Germaine (DOT) <Germaine.Barry@dot.state.ma.us>; Betts, William (DOT) <William.T.Betts@dot.state.ma.us>; Brandon, Lawrence (DOT) <Lawrence.Brandon@dot.state.ma.us>; Breen, Marie (DOT) <Marie.Breen@dot.state.ma.us>; Brewer, Michael (DOT) <Michael.Brewer@dot.state.ma.us>; Bristol, Susan (DOT) <Susan.Bristol@dot.state.ma.us>; Brooks, James E. (DOT) <James.E.Brooks@dot.state.ma.us>; Brown, Karen A. (DOT) <Karen.A.Brown@dot.state.ma.us>; Cadorette, John (DOT) <John.Cadorette@dot.state.ma.us>; Carter, Annemarie (DOT) <Annemarie.Carter@dot.state.ma.us>; Castro, Nady (DOT) <Nady.K.Castro@dot.state.ma.us>; Champlin, Tom (DOT) <Tom.Champlin@MassMail.State.MA.US>; Chanthaboun, Sye (DOT) <Sye.Chanthaboun@dot.state.ma.us>; Cheney, Dana (DOT) <Dana.Cheney@dot.state.ma.us>; Chetpelly, Naresh (DOT) <Naresh.Chetpelly@dot.state.ma.us>; Chirokas, David (DOT) <David.Chirokas@dot.state.ma.us>; Collaro-Surrette, Cheryl (DOT) <Cheryl.Collaro-Surrette@dot.state.ma.us>; Cousin, Stephen G. (DOT) <Stephen.G.Cousin@dot.state.ma.us>; Cousins, Rosalee (DOT) <Rosalee.Cousins@dot.state.ma.us>; Crochiere, Kenneth J. (DOT) <Kenneth.Crochiere@dot.state.ma.us>; Dinunzio, Rita (DOT) <Rita.Dinunzio@dot.state.ma.us>; Dionne, Robert (DOT) <Robert.Dionne@dot.state.ma.us>; DiOrio, Brian E. (DOT) <Brian.DiOrio@dot.state.ma.us>; DiPaolo, Thomas A. (DOT) <Thomas.DiPaolo@dot.state.ma.us>; DiPietro, Robert S. (DOT) <Robert.DiPietro@dot.state.ma.us>; Duverge, Raquel (DOT) <Raquel.Duverge@dot.state.ma.us>; Eagan, Alida (DOT) <Alida.Eagan@dot.state.ma.us>; Faria, Kevin (DOT) <kevin.faria@dot.state.ma.us>; Fernandes, Miguel (DOT) <Miguel.Fernandes@dot.state.ma.us>; Ferringo, William (DOT) <William.Ferringo@dot.state.ma.us>; Foley, Karyn L. (DOT) <Karyn.Foley@dot.state.ma.us>; Garbaczski, Paul (DOT) <Paul.Garbaczski@dot.state.ma.us>; Giando, Robin R. (DOT) <Robin.Giando@dot.state.ma.us>; Grace, Augusto (DOT) <Augusto.Grace@dot.state.ma.us>; Greene, Joel (DOT) <Joel.Greene@dot.state.ma.us>; Hamel, Roger J. (DOT) <Roger.Hamel@dot.state.ma.us>; Hamwey, Scott (DOT) <Scott.Hamwey@dot.state.ma.us>; Hart,

Lisa (DOT) <Lisa.Hart@dot.state.ma.us>; Hayes, Meredith C. (DOT) <Meredith.C.Hayes@dot.state.ma.us>; Hughes, Carl (DOT) <Carl.M.Hughes@dot.state.ma.us>; Hyland, John (DOT) <John.Hyland@dot.state.ma.us>; Jean-Paul, Lesly (DOT) <Lesly.Jean-Paul@dot.state.ma.us>; Jones, Gail (DOT) <Gail.Jones@dot.state.ma.us>; Kandel, Suman (DOT) <Suman.Kandel@dot.state.ma.us>; Kane, Jennifer (DOT) <Jennifer.Kane@dot.state.ma.us>; Karthigesan, Jothie (DOT) <Jothie.Karthigesan@dot.state.ma.us>; Kelleher, Brian M. (DOT) <Brian.Kelleher@dot.state.ma.us>; Khanna, Rick (DOT) <Rick.Khanna@dot.state.ma.us>; Knapp, David (DOT) <David.Knapp@dot.state.ma.us>; Kofitsas, Kostas M. (DOT) <Kostas.Kofitsas@dot.state.ma.us>; Kolla, Narayana (DOT) <Narayana.Kolla@dot.state.ma.us>; Korsunsky, Julia (DOT) <Julia.Korsunsky@dot.state.ma.us>; Lavallee, Paul (DOT) <Paul.Lavallee@dot.state.ma.us>; Lee, Donna M. (DOT) <Donna.Lee@dot.state.ma.us>; Lopes, Kevin (DOT) <Kevin.Lopes@dot.state.ma.us>; Lotti, Katherine (DOT) <Katherine.Lotti@dot.state.ma.us>; Lozada, John (DOT) <John.Lozada@dot.state.ma.us>; Lyons, Maryellen (DOT) <Maryellen.Lyons@dot.state.ma.us>; Makie, Joan (DOT) <Joan.Makie@dot.state.ma.us>; Martorana, Craig (DOT) <Craig.Martorana@dot.state.ma.us>; McCollem, Steve (DOT) <Steve.McCollem@dot.state.ma.us>; McGonagle, Dan (DOT) <Dan.McGonagle@dot.state.ma.us>; McLaughlin, Steve E. (DOT) <Steve.McLaughlin@dot.state.ma.us>; Mirabella, Steve (DOT) <Steve.Mirabella@dot.state.ma.us>; Moore, William A. (DOT) <William.Moore@dot.state.ma.us>; Navarro, Tom (DOT) <Tom.Navarro@dot.state.ma.us>; Nawrocki, Diane (DOT) <Diane.Nawrocki@dot.state.ma.us>; Nelson, Jim (DOT) <Jim.Nelson@dot.state.ma.us>; Newberry, Jesse (DOT) <Jesse.Newberry@dot.state.ma.us>; Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>; Olorunwunmi, Omotunde (DOT) <Omotunde.Olorunwunmi@dot.state.ma.us>; O'Neil, Karen (DOT) <Karen.ONeil@dot.state.ma.us>; O'Neill, Steven D. (DOT) <Steven.D.ONeill@dot.state.ma.us>; Palavalsa, Kavitha (DOT) <Kavitha.Palavalsa@dot.state.ma.us>; Paluses, Robert (DOT) <Robert.Paluses@dot.state.ma.us>; Perduyn, Karen (DOT) <karen.perduyn@dot.state.ma.us>; Pomakis, Jim (DOT) <Jim.Pomakis@dot.state.ma.us>; Ramirez, Alwin T. (DOT) <Alwin.Ramirez@dot.state.ma.us>; Richard, Jennifer L. (DOT) <Jennifer.Richard@dot.state.ma.us>; Riggins, Jerrell (DOT) <Jerrell.Riggins@dot.state.ma.us>; Rigney, Joseph (DOT) <Joseph.Rigney@dot.state.ma.us>; Rinella, Matthew (DOT) <Matthew.Rinella@dot.state.ma.us>; Robida, James R. (DOT) <James.Robida@dot.state.ma.us>; Roddy, Samantha (DOT) <Samantha.Roddy@dot.state.ma.us>; Rosenberg, Harri (DOT) <harri.rosenberg@dot.state.ma.us>; Sanchez, Miguel (DOT) <Miguel.Sanchez@dot.state.ma.us>; Seavey, T. Chris (DOT) <Chris.T.Seavey@dot.state.ma.us>; Shrader, Justin (DOT) <Justin.Shrader@dot.state.ma.us>; Silbaugh, Owen (DOT) <Owen.Silbaugh@dot.state.ma.us>; Silva, Victor (DOT) <Victor.Silva@dot.state.ma.us>; Silvernail, Paul (DOT) <Paul.R.Silvernail@dot.state.ma.us>; Sims, Andrew (DOT) <Andrew.Sims@dot.state.ma.us>; Slack, Justin (DOT) <Justin.Slack@dot.state.ma.us>; Sobczynski, Gregory (DOT) <Gregory.Sobczynski@dot.state.ma.us>; Soma, Stephen (DOT) <Stephen.Soma@dot.state.ma.us>; Spatafore, Michael (DOT) <Michael.Spatafore@dot.state.ma.us>; Spriggs, Nicole (DOT) <Nicole.Spriggs@dot.state.ma.us>; Stowe, William (DOT) <William.Stowe@dot.state.ma.us>; Kandel, Suman (DOT) <Suman.Kandel@dot.state.ma.us>; Swan, Adam J. (DOT) <Adam.Swan@dot.state.ma.us>; Tagzine, Hichame (DOT) <Hichame.Tagzine@dot.state.ma.us>; Tilley, James (DOT) <James.Tilley@dot.state.ma.us>; Tobias, Maria (DOT) <Maria.Tobias@dot.state.ma.us>; Tomkavage, Nicholas (DOT) <Nicholas.Tomkavage@dot.state.ma.us>; Totakura, Pruthvi Kumar (DOT)



<PruthviKumar.Totakura@dot.state.ma.us>; Treanor, Christopher (DOT)  
<Christopher.Treanor@dot.state.ma.us>; Turner, Virginia (DOT) <Virginia.Turner@dot.state.ma.us>;  
Ummadi, Ramakrishna (DOT) <Ramakrishna.Ummadi@dot.state.ma.us>; Uy, Lorraine (DOT)  
<Lorraine.Uy@dot.state.ma.us>; Valovcin, Darryl (DOT) <Darryl.Valovcin@dot.state.ma.us>; Vaughn,  
Michelle (DOT) <Michelle.Vaughn@dot.state.ma.us>; Warren, Aric (DOT)  
<Aric.Warren@dot.state.ma.us>; Withington, Mark (DOT) <Mark.Withington@dot.state.ma.us>;  
Witt, William (DOT) <William.Witt@dot.state.ma.us>; Yee, Bill (DOT) <Bill.Yee@dot.state.ma.us>;  
Young, Dana (DOT) <Dana.Young@dot.state.ma.us>

**Cc:** Kandel, Suman (DOT) <Suman.Kandel@dot.state.ma.us>; Jean-Paul, Lesly (DOT) <Lesly.Jean-Paul@dot.state.ma.us>; Rosenberg, Harri (DOT) <harri.rosenberg@dot.state.ma.us>; Newberry, Jesse (DOT) <Jesse.Newberry@dot.state.ma.us>; Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>; Witt, William (DOT) <William.Witt@dot.state.ma.us>; Ball, Dawn (DOT) <Dawn.Ball@dot.state.ma.us>; Bedard, David (DOT) <David.Bedard@dot.state.ma.us>; Tilley, James (DOT) <James.Tilley@dot.state.ma.us>; Treanor, Christopher (DOT) <Christopher.Treanor@dot.state.ma.us>

**Subject:** SharePoint 2007 Upgrade to SharePoint Online Phase II

Hello SharePoint Users !

massDOT IT is currently upgrading the current SharePoint 2007 to a Microsoft SharePoint Online O365 environment by the end of June 2019, since the current environment will no longer be supported by Microsoft.

We are trying to minimize the impact to all site owners, Internal and External users with this new upgrade, therefore this migration is part of a three phase approach for this upgrade. The first phase of the project is currently underway with Phase 1 site owners currently in the User Acceptance Testing (UAT) stage.

The next phase of the project is to reach out to the second batch of Site Owners. The Site Owners on this distribution list have been designated for Phase 2 migration of the project.

For Phase 2, we have begun initial copying of the data to SharePoint Online and UAT is set to begin on 5/21/2019.

***There are tasks that must be completed by the site owners prior to UAT testing to ensure there is minimal impact to users. They are:***

1. The first is to make sure there are no documents that have been **“Checked Out”**. If there are, the last saved version will be migrated over and any updates to **“Check Out”** documents will be lost. Please make sure that all **“Checked Out”** documents have been **“Checked In”**.
2. The second is to make sure that any Workflow Instances that are currently **“In process”** status have been completed or stopped.

***NOTE: During the UAT testing, the site owners would need to be available to test and verify that their site is functioning as expected starting on Tuesday, 5/21/2019 through Monday, 5/27/2019***

**. If a primary admin is not available during this time, please provide a secondary admin resource name to contact.**

**During the final Phase 2 migration of SharePoint 2007, the existing sites will only have READ ONLY ACCESS on 5/28/2019. During this time if you require to update any document, please copy/download those documents from SharePoint 2007 to a location (Network/Local Drive) where you can edit them. After the UAT Testing and full migration is complete, users can then upload the documents to their SharePoint Sites.**

In future e-mails we will be reaching out to all site owners and will be following up and providing status of project, URL's for testing and tasks needed to be completed before UAT begins.

Attached are two documents, the first is a site details sheet where you can find information about your site. The second, is a spreadsheet containing **"Checked Out"** documents that need to be **"Checked In"**.

If you have any questions or concerns please do not hesitate to contact Suman Kandel or myself.

Thank you,

Doug

**Doug Leccese**

SR. Business Analyst

E: [Douglas.Leccese@dot.state.ma.us](mailto:Douglas.Leccese@dot.state.ma.us)

P: 1 (857) 368-9807 (office)



**From:** [REDACTED]  
**Subject:** RE: Facial Rec  
**Date:** Wednesday, May 15, 2019 10:23:40 AM

---

Good morning,

[REDACTED]  
[REDACTED]  
[REDACTED] No record was found.

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

*The preceding email message (including any attachments) contains information that may be confidential, may be protected by the attorney-client or other applicable privileges, or may constitute non-public information. It is intended to be conveyed only to the designated recipient(s) named above. If you are not an intended recipient of this message, please notify the sender by replying to this message and then delete all copies of it from your computer system. Any use, dissemination, distribution, or reproduction of this message by unintended recipients is not authorized and may be unlawful.*

---

**From:** [REDACTED] (POL)  
**Sent:** Tuesday, May 14, 2019 2:11 PM  
**To:** [REDACTED] (POL)  
**Subject:** Fwd: Facial Rec

Here you go .....

Sent from my iPhone

Begin forwarded message:

**From:** "Commonwealth Fusion Center (POL)" <[fusion@pol.State.MA.US](mailto:fusion@pol.State.MA.US)>  
**Date:** May 14, 2019 at 2:06:11 PM EDT  
**To:** [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
**Subject:** FW: Facial Rec

Good Afternoon,

[REDACTED]  
[REDACTED]

[REDACTED]. Attached is the fraud ID form with supporting documentation.

Respectfully,

[REDACTED]

[REDACTED]

-----Original Message-----

From: [REDACTED] <[\[REDACTED\]@usdoj.gov](mailto:[REDACTED]@usdoj.gov)>

Sent: Tuesday, May 14, 2019 12:58 PM

To: Commonwealth Fusion Center (POL) <[fusion@pol.State.MA.US](mailto:fusion@pol.State.MA.US)>

Subject: Facial Rec

Good afternoon,

Could you please run the following through facial recognition? Case is [REDACTED]

[REDACTED]

Thanks so much!

[REDACTED]

[image1.jpeg]

Sent from my iPhone

**From:** [Boyle, Christopher \(DOT\)](#)  
**To:** [REDACTED]  
**Subject:** FW: Facial Rec Request for Tewksbury PD  
**Date:** Wednesday, May 15, 2019 9:38:00 AM  
**Attachments:** [REDACTED]  
[CJISWeb 3-R1-S23056820.pdf](#)  
[CJISWeb 3-R1-S50122572.pdf](#)  
[Departmental Report-Coplink report about \[REDACTED\] being \[REDACTED\].pdf](#)

---

Danny,

[REDACTED]

Thanks,

Chris

---

**From:** Commonwealth Fusion Center (POL)

**Sent:** Tuesday, May 14, 2019 7:04 PM

**To:** [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

**Subject:** FW: Facial Rec Request for Tewksbury PD

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

If there is any additional information that is needed, please let me know. Thanks.

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

---

**From:** [REDACTED] <[\[REDACTED\]@nespin.riss.net](mailto:[REDACTED]@nespin.riss.net)>  
**Sent:** Tuesday, May 14, 2019 4:18 PM  
**To:** Commonwealth Fusion Center (POL) <[fusion@pol.State.MA.US](mailto:fusion@pol.State.MA.US)>  
**Subject:** Facial Rec Request for Tewksbury PD

[REDACTED]

Thank you,

**Data in public records, commercially available data sources and the internet can contain errors and are generally not totally free from defect. Data from these sources should not be considered definitively accurate, and all data we provide to you should be independently verified before taking any action based on the results.**



*RISS – A Proven Resource for Law Enforcement*



*If NESPIN has helped you in a recent case please let us know.  
Your successes are our successes!*

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**From:** [Boyle, Christopher \(DOT\)](#)  
**To:** [REDACTED]  
**Subject:** FW: Framingham Police - Photo From Facial Rec Request  
**Date:** Wednesday, May 15, 2019 9:29:00 AM  
**Attachments:** [Framingham Reques](#) [REDACTED].jpg  
[REDACTED].pdf

---

---

**From:** [REDACTED] (POL)  
**Sent:** Tuesday, May 14, 2019 2:52 PM  
**To:** Boyle, Christopher (POL) <Christopher.Boyle@pol.state.ma.us>  
**Cc:** [REDACTED]@pol.state.ma.us>  
**Subject:** Framingham Police - Photo From Facial Rec Request

Sergeant Boyle,

[REDACTED]

Respectfully,

[REDACTED]

[REDACTED]

**From:** [Corson, John](#)  
**To:** [Lavoie, Sara \(DOT\)](#)  
**Subject:** Re: MA FR Article  
**Date:** Wednesday, May 15, 2019 9:08:41 AM

---

Yes I'm here. Call when you can but after 1 is better.

Thank you

Sent from my iPhone

On May 15, 2019, at 8:58 AM, Lavoie, Sara (DOT) <[sara.lavoie@state.ma.us](mailto:sara.lavoie@state.ma.us)> wrote:

Are you down in Maryland? I'll give you a ring on this later today.

Sent from my iPhone

On May 14, 2019, at 3:57 PM, Corson, John <[John.Corson@us.idemia.com](mailto:John.Corson@us.idemia.com)> wrote:

Hi Sara,

Another senator making the similar claims.... Let us know if there is anything you would like us to help with.

Thank you

**John CORSON**  
Client Executive | Sales  
Identity and Security, N.A.

P. (518) 283-5911  
M. (518) 956-0347  
E. [john.corson@us.IDEMIA.com](mailto:john.corson@us.IDEMIA.com)

296 Concord Rd.  
Billerica, MA 01821

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Join  
us  
on  
[<image002.gif>](#)[<image003.gif>](#)[<image004.gif>](#)[<image005.gif>](#)

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<image007.gif>

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**From:** Gagnon, Jamie <[Jamie.Gagnon@us.idemia.com](mailto:Jamie.Gagnon@us.idemia.com)>  
**Sent:** Tuesday, May 14, 2019 3:06 PM  
**To:** Corson, John <[John.Corson@us.idemia.com](mailto:John.Corson@us.idemia.com)>  
**Cc:** Peter, Brendan <[Brendan.Peter@us.idemia.com](mailto:Brendan.Peter@us.idemia.com)>  
**Subject:** MA FR Article

John- See link. This is a separate Bill (1385) than the one I went and spoke to the Legislators about last week (1538). I can go speak with Sen Creem about it, but she is a real ACLU type anti-biometric zealot so I would want RMV to know I was going in and be comfortable with before hand. Maybe pass the article along and see if they want us to be pro active on it?

<https://www.securityinfowatch.com/access-identity/biometrics/facial-recognition-solutions/news/21080284/mass-lawmaker-proposes-facial-recognition-technology-ban>

**Jamie Gagnon**  
Senior Director – State & Federal  
Government Affairs

<image001.gif>



P. 978-215-2609  
M. 978-808-2753  
E. [jamie.gagnon@us.idemia.com](mailto:jamie.gagnon@us.idemia.com)

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**From:** [Lavoie Sara \(DOT\)](#)  
**To:** [Corson John](#)  
**Subject:** Re: MA FR Article  
**Date:** Wednesday, May 15, 2019 8:58:22 AM

---

Are you down in Maryland? I'll give you a ring on this later today.

Sent from my iPhone

On May 14, 2019, at 3:57 PM, Corson, John <[John.Corson@us.idemia.com](mailto:John.Corson@us.idemia.com)> wrote:

Hi Sara,

Another senator making the similar claims.... Let us know if there is anything you would like us to help with.

Thank you

**John CORSON**  
Client Executive | Sales  
Identity and Security, N.A.

P. (518) 283-5911  
M. (518) 956-0347  
E. [john.corson@us.IDEMIA.com](mailto:john.corson@us.IDEMIA.com)

296 Concord Rd.  
Billerica, MA 01821

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<image007.gif>

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**From:** Gagnon, Jamie <[Jamie.Gagnon@us.idemia.com](mailto:Jamie.Gagnon@us.idemia.com)>  
**Sent:** Tuesday, May 14, 2019 3:06 PM  
**To:** Corson, John <[John.Corson@us.idemia.com](mailto:John.Corson@us.idemia.com)>  
**Cc:** Peter, Brendan <[Brendan.Peter@us.idemia.com](mailto:Brendan.Peter@us.idemia.com)>  
**Subject:** MA FR Article

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<https://www.securityinfowatch.com/access-identity/biometrics/facial-recognition-solutions/news/21080284/mass-lawmaker-proposes-facial-recognition-technology-ban>

**Jamie Gagnon**  
Senior Director – State & Federal  
Government Affairs

P. 978-215-2609  
M. 978-808-2753  
E. [jamie.gagnon@us.idemia.com](mailto:jamie.gagnon@us.idemia.com)

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**From:** [Sara.Lavoje@dot.state.ma.us](mailto:Sara.Lavoje@dot.state.ma.us)  
**To:** [Corson\\_John](mailto:Corson_John)  
**Subject:** Re: MA FR Article  
**Date:** Wednesday, May 15, 2019 8:58:21 AM

---

Are you down in Maryland? I'll give you a ring on this later today.

Sent from my iPhone

On May 14, 2019, at 3:57 PM, Corson, John <[John.Corson@us.idemia.com](mailto:John.Corson@us.idemia.com)> wrote:

Hi Sara,

Another senator making the similar claims.... Let us know if there is anything you would like us to help with.

Thank you

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E. [john.corson@us.IDEMIA.com](mailto:john.corson@us.IDEMIA.com)

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**From:** Gagnon, Jamie <[Jamie.Gagnon@us.idemia.com](mailto:Jamie.Gagnon@us.idemia.com)>  
**Sent:** Tuesday, May 14, 2019 3:06 PM  
**To:** Corson, John <[John.Corson@us.idemia.com](mailto:John.Corson@us.idemia.com)>  
**Cc:** Peter, Brendan <[Brendan.Peter@us.idemia.com](mailto:Brendan.Peter@us.idemia.com)>  
**Subject:** MA FR Article

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**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [Mulcahy, Sheila \(DOT\)](#); [Burke, Robin \(DOT\)](#)  
**Subject:** Active Requisitions by HR Owner as of 05/14/19  
**Date:** Wednesday, May 15, 2019 8:57:00 AM  
**Attachments:** [Active Requisitions as of 5-14-19 by HR Owner.xlsx](#)  
[image001.png](#)

---

Good Morning Sheila and Robin,

Here is the current active requisitions for the Talent Acquisition staff. Please let me know if you have any questions about the report.

Thanks,

**Robert Dionne, SHRM-CP**  
**Massachusetts Department of Transportation**  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8545 | Fax 857.368.0601



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**From:** [Falcon, Eric \(DOT\)](#)  
**To:** [bvivori@northadams-ma.gov](mailto:bvivori@northadams-ma.gov)  
**Cc:** [MSP-DL - Facial Rec ES](#)  
**Subject:** FR REQUESTING FORMS  
**Date:** Wednesday, May 15, 2019 8:54:44 AM  
**Attachments:** [FR REQUEST FORM 2018.pdf](#)

---

Hello Detective Vivori, I have attached the FR forms for you to request facial recognition . Please review and attach full face photo's in JPEG form and send to email on form.

We will notify you asap with any results.

Kindly,

**Eric Falcon**  
**DOT-RMV/Enforcement Services**  
**Massachusetts State Police**  
**10 Park Plaza, 2<sup>nd</sup> Floor-Suite 2310**  
**Boston. Mass 02116**  
**Phone-857-368-8605**  
**Fax- 857-368-0645**

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#); [Mulcahy, Sheila \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Wednesday, May 15, 2019 7:02:22 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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**From:** Oracle Business Intelligence  
**Sent:** Wednesday, May 15, 2019 7:01:07 AM (UTC-05:00) Eastern Time (US & Canada)  
**Subject:** DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details



**From:** [Commonwealth Fusion Center \(POL\)](#)  
**To:** [REDACTED]  
**Subject:** FW: Facial Rec Request for Tewksbury PD  
**Date:** Tuesday, May 14, 2019 7:04:19 PM  
**Attachments:** [REDACTED].png  
[CJISWeb 3-R1-S23056820.pdf](#)  
[CJISWeb 3-R1-S50122572.pdf](#)  
[Departmental Report-Coplink report about \[REDACTED\].being \[REDACTED\].pdf](#)

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED] If there is  
any additional information that is needed, please let me know. Thanks.

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

---

**From:** [REDACTED]@nespin.riss.net>  
**Sent:** Tuesday, May 14, 2019 4:18 PM  
**To:** Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>  
**Subject:** Facial Rec Request for Tewksbury PD

[REDACTED]  
[REDACTED]

Thank you,

**Data in public records, commercially available data sources and the internet can contain errors and are generally not totally free from defect. Data from these sources should not be considered definitively accurate, and all data we provide to you should be independently verified before taking any action based on the results.**

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

████████████████████

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Your successes are our successes!*

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**From:** [Marquis, Pamela C. \(DOT\)](#)  
**To:** [DeLeire, John \(DOT\)](#); [Lynch, Walter H. \(DOT\)](#); [Stowe, William \(DOT\)](#)  
**Subject:** Fwd: SharePoint 2007 Upgrade to SharePoint Online Phase II - Follow-up  
**Date:** Tuesday, May 14, 2019 5:14:34 PM  
**Attachments:** [Checked Out Files Report.xlsx](#)  
[Final Site Details- Batch 2.xlsx](#)

---

Fyi

Sent from my Verizon 4G LTE smartphone

----- Original message -----

**From:** "Giando, Robin R. (DOT)" <[Robin.Giando@dot.state.ma.us](mailto:Robin.Giando@dot.state.ma.us)>  
**Date:** 5/14/19 4:57 PM (GMT-05:00)  
**To:** "Marquis, Pamela C. (DOT)" <[Pamela.Marquis@dot.state.ma.us](mailto:Pamela.Marquis@dot.state.ma.us)>, "Shiver, Shirley (DOT)" <[Shirley.Shiver@dot.state.ma.us](mailto:Shirley.Shiver@dot.state.ma.us)>  
**Subject:** FW: SharePoint 2007 Upgrade to SharePoint Online Phase II - Follow-up

---

**From:** Leccese, Douglas (DOT)  
**Sent:** Tuesday, May 14, 2019 4:31 PM  
**To:** Amato, John E. (DOT); Baldassarro, Bernard X. (DOT); Ball, Dawn (DOT); Barry, Germaine (DOT); Betts, William (DOT); Brandon, Lawrence (DOT); Breen, Marie (DOT); Brewer, Michael (DOT); Bristol, Susan (DOT); Brooks, James E. (DOT); Brown, Karen A. (DOT); Cadorette, John (DOT); Carter, Annemarie (DOT); Castro, Nady (DOT); Champlin, Tom (DOT); Chanthaboun, Sye (DOT); Cheney, Dana (DOT); Chetpelly, Naresh (DOT); Chirokas, David (DOT); Collaro-Surette, Cheryl (DOT); Cousin, Stephen G. (DOT); Cousins, Rosalee (DOT); Crochiere, Kenneth J. (DOT); Dinunzio, Rita (DOT); Dionne, Robert (DOT); DiOrio, Brian E. (DOT); DiPaolo, Thomas A. (DOT); DiPietro, Robert S. (DOT); Duverge, Raquel (DOT); Eagan, Alida (DOT); Faria, Kevin (DOT); Fernandes, Miguel (DOT); Ferringo, William (DOT); Foley, Karyn L. (DOT); Garbaczski, Paul (DOT); Giando, Robin R. (DOT); Grace, Augusto (DOT); Greene, Joel (DOT); Hamel, Roger J. (DOT); Hamwey, Scott (DOT); Hart, Lisa (DOT); Hayes, Meredith C. (DOT); Hughes, Carl (DOT); Hyland, John (DOT); Jean-Paul, Lesly (DOT); Jones, Gail (DOT); Kandel, Suman (DOT); Kane, Jennifer (DOT); Karthigesan, Jothie (DOT); Kelleher, Brian M. (DOT); Khanna, Rick (DOT); Knapp, David (DOT); Kofitsas, Kostas M. (DOT); Kolla, Narayana (DOT); Korsunsky, Julia (DOT); Lavallee, Paul (DOT); Lee, Donna M. (DOT); Lopes, Kevin (DOT); Lotti, Katherine (DOT); Lozada, John (DOT); Lyons, Maryellen (DOT); Makie, Joan (DOT); Martorana, Craig (DOT); McCollem, Steve (DOT); McGonagle, Dan (DOT); McLaughlin, Steve E. (DOT); Mirabella, Steve (DOT); Moore, William A. (DOT); Navarro, Tom (DOT); Nawrocki, Diane (DOT); Nelson, Jim (DOT); Newberry, Jesse (DOT); Newton, Mark (DOT); Olorunwunmi, Omotunde (DOT); O'Neil, Karen (DOT); O'Neill, Steven D. (DOT); Palavalsa, Kavitha (DOT); Paluses, Robert (DOT); Perduyn, Karen (DOT); Pomakis, Jim (DOT); Ramirez, Alwin T. (DOT); Richard, Jennifer L. (DOT); Riggins, Jerrell (DOT); Rigney, Joseph (DOT); Rinella, Matthew (DOT); Robida, James R. (DOT); Roddy, Samantha (DOT); Rosenberg, Harri (DOT); Sanchez, Miguel (DOT); Seavey, T. Chris (DOT); Shrader, Justin (DOT); Silbaugh, Owen (DOT); Silva, Victor (DOT); Silvernail, Paul (DOT); Sims, Andrew (DOT); Slack, Justin (DOT); Sobczynski, Gregory (DOT); Soma, Stephen (DOT); Spatafore, Michael (DOT); Spriggs, Nicole (DOT); Stowe, William (DOT); Kandel, Suman (DOT); Swan, Adam J. (DOT); Tagzine, Hichame (DOT); Tilley, James (DOT); Tobias, Maria (DOT); Tomkavage, Nicholas (DOT); Totakura, Pruthvi Kumar (DOT); Treanor, Christopher (DOT); Turner, Virginia (DOT); Ummadi, Ramakrishna (DOT); Uy, Lorraine (DOT); Valovcin, Darryl (DOT); Vaughn,

Michelle (DOT); Warren, Aric (DOT); Withington, Mark (DOT); Witt, William (DOT); Yee, Bill (DOT); Young, Dana (DOT)

**Cc:** Kandel, Suman (DOT); Jean-Paul, Lesly (DOT); Rosenberg, Harri (DOT); Newberry, Jesse (DOT); Newton, Mark (DOT); Witt, William (DOT); Ball, Dawn (DOT); Bedard, David (DOT); Tilley, James (DOT); Treanor, Christopher (DOT)

**Subject:** SharePoint 2007 Upgrade to SharePoint Online Phase II - Follow-up

Hi SharePoint users,

This e-mail is a follow-up to the message we sent out on Wednesday, 5/1/2019.

We have completed the Phase II sites migrating/copying of the production SharePoint 2007 data to SharePoint Online. The attachment contains the site details for Phase II.

The next task on the project is User Acceptance Testing (UAT), which is scheduled from 5/21/2019 – 5/24/2019.

***Site owners are requested to be available during this time to verify that their site's functionality is correct as SharePoint 2007.***

***During the final Phase II migration of SharePoint 2007, the existing sites will only have READ ONLY ACCESS on 5/28/2019. During this time if you require to update any document, please copy/download those documents from SharePoint 2007 to a location (Network/Local Drive) where you can edit them. After the UAT Testing and full migration is complete, users can then upload the documents to their SharePoint Sites.***

Phase II of the migration project encompasses over 350 sites. We are asking all site owners to review the options listed below and let us know which option suits your needs for this phase of the migration. Please e-mail us back with your option so we can plan your option accordingly.

Options:

1. Delete the site with the data if you don't need it anymore or if a copy of the data exists on a Network/Local Drive.
2. Just archive the data if you don't know what is it there. No Testing is required.
3. If you know what is in your site, please test/verify SharePoint 2007 vs SharePoint Online to make sure we have everything in there. This is going to be your final production site.

***NOTE: Please make sure the following items have been taken care before the final migration begins.***

1. Make sure there are no documents that have been "**Checked Out**". If there are, the last saved version will be migrated over and any updates to "**Checked Out**" document will be lost. Please make sure that all "**Checked Out**" documents have been "**Checked In**".
  - a. If you have already "**Checked In**" your documents, please ignore this task.
2. Any Workflow Instances that are currently "**In process**" status have been completed or stopped.
3. Communicate to all of your site users the tasks and timelines outlined in this e-mail for their knowledge.
4. Please let us know the Primary and Secondary person you have identified for verifying your site.

In future communications we will be sending out the new site details including SharePoint Online URLs and a test plan for your SharePoint Online site.

If you have any questions or concerns regarding this process, please do not hesitate to contact Suman Kandel or myself.

Thank you,

Doug

**Doug Leccese**

SR. Business Analyst

E: [Douglas.Leccese@dot.state.ma.us](mailto:Douglas.Leccese@dot.state.ma.us)

P: 1 (857) 368-9807 (office)



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**From:** Leccese, Douglas (DOT)

**Sent:** Wednesday, May 01, 2019 4:31 PM

**To:** Amato, John E. (DOT) <John.Amato@dot.state.ma.us>; Baldassaro, Bernard X. (DOT) <Bernard.Baldassaro@dot.state.ma.us>; Ball, Dawn (DOT) <Dawn.Ball@dot.state.ma.us>; Barry, Germaine (DOT) <Germaine.Barry@dot.state.ma.us>; Betts, William (DOT) <William.T.Betts@dot.state.ma.us>; Brandon, Lawrence (DOT) <Lawrence.Brandon@dot.state.ma.us>; Breen, Marie (DOT) <Marie.Breen@dot.state.ma.us>; Brewer, Michael (DOT) <Michael.Brewer@dot.state.ma.us>; Bristol, Susan (DOT) <Susan.Bristol@dot.state.ma.us>; Brooks, James E. (DOT) <James.E.Brooks@dot.state.ma.us>; Brown, Karen A. (DOT) <Karen.A.Brown@dot.state.ma.us>; Cadorette, John (DOT) <John.Cadorette@dot.state.ma.us>; Carter, Annemarie (DOT) <Annemarie.Carter@dot.state.ma.us>; Castro, Nady (DOT) <Nady.K.Castro@dot.state.ma.us>; Champlin, Tom (DOT) <Tom.Champlin@MassMail.State.MA.US>; Chanthaboun, Sye (DOT) <Sye.Chanthaboun@dot.state.ma.us>; Cheney, Dana (DOT) <Dana.Cheney@dot.state.ma.us>; Chetpelly, Naresh (DOT) <Naresh.Chetpelly@dot.state.ma.us>; Chirokas, David (DOT) <David.Chirokas@dot.state.ma.us>; Collaro-Surette, Cheryl (DOT) <Cheryl.Collaro-Surette@dot.state.ma.us>; Cousin, Stephen G. (DOT) <Stephen.G.Cousin@dot.state.ma.us>; Cousins, Rosalee (DOT) <Rosalee.Cousins@dot.state.ma.us>; Crochiere, Kenneth J. (DOT) <Kenneth.Crochiere@dot.state.ma.us>; Dinunzio, Rita (DOT) <Rita.Dinunzio@dot.state.ma.us>; Dionne, Robert (DOT) <Robert.Dionne@dot.state.ma.us>;

DiOrio, Brian E. (DOT) <Brian.DiOrio@dot.state.ma.us>; DiPaolo, Thomas A. (DOT)  
<Thomas.DiPaolo@dot.state.ma.us>; DiPietro, Robert S. (DOT)  
<Robert.DiPietro@dot.state.ma.us>; Duverge, Raquel (DOT)  
<Raquel.Duverge@dot.state.ma.us>; Eagan, Alida (DOT) <Alida.Eagan@dot.state.ma.us>;  
Faria, Kevin (DOT) <kevin.faria@dot.state.ma.us>; Fernandes, Miguel (DOT)  
<Miguel.Fernandes@dot.state.ma.us>; Ferringo, William (DOT)  
<William.Ferringo@dot.state.ma.us>; Foley, Karyn L. (DOT)  
<Karyn.Foley@dot.state.ma.us>; Garbaczski, Paul (DOT)  
<Paul.Garbaczski@dot.state.ma.us>; Giando, Robin R. (DOT)  
<Robin.Giando@dot.state.ma.us>; Grace, Augusto (DOT)  
<Augusto.Grace@dot.state.ma.us>; Greene, Joel (DOT) <Joel.Greene@dot.state.ma.us>;  
Hamel, Roger J. (DOT) <Roger.Hamel@dot.state.ma.us>; Hamwey, Scott (DOT)  
<Scott.Hamwey@dot.state.ma.us>; Hart, Lisa (DOT) <Lisa.Hart@dot.state.ma.us>; Hayes,  
Meredith C. (DOT) <Meredith.C.Hayes@dot.state.ma.us>; Hughes, Carl (DOT)  
<Carl.M.Hughes@dot.state.ma.us>; Hyland, John (DOT) <John.Hyland@dot.state.ma.us>;  
Jean-Paul, Lesly (DOT) <Lesly.Jean-Paul@dot.state.ma.us>; Jones, Gail (DOT)  
<Gail.Jones@dot.state.ma.us>; Kandel, Suman (DOT) <Suman.Kandel@dot.state.ma.us>;  
Kane, Jennifer (DOT) <Jennifer.Kane@dot.state.ma.us>; Karthigesan, Jothie (DOT)  
<Jothie.Karthigesan@dot.state.ma.us>; Kelleher, Brian M. (DOT)  
<Brian.Kelleher@dot.state.ma.us>; Khanna, Rick (DOT) <Rick.Khanna@dot.state.ma.us>;  
Knapp, David (DOT) <David.Knapp@dot.state.ma.us>; Kofitsas, Kostas M. (DOT)  
<Kostas.Kofitsas@dot.state.ma.us>; Kolla, Narayana (DOT)  
<Narayana.Kolla@dot.state.ma.us>; Korsunsky, Julia (DOT)  
<Julia.Korsunsky@dot.state.ma.us>; Lavallee, Paul (DOT) <Paul.Lavallee@dot.state.ma.us>;  
Lee, Donna M. (DOT) <Donna.Lee@dot.state.ma.us>; Lopes, Kevin (DOT)  
<Kevin.Lopes@dot.state.ma.us>; Lotti, Katherine (DOT) <Katherine.Lotti@dot.state.ma.us>;  
Lozada, John (DOT) <John.Lozada@dot.state.ma.us>; Lyons, Maryellen (DOT)  
<Maryellen.Lyons@dot.state.ma.us>; Makie, Joan (DOT) <Joan.Makie@dot.state.ma.us>;  
Martorana, Craig (DOT) <Craig.Martorana@dot.state.ma.us>; McCollem, Steve (DOT)  
<Steve.McCollem@dot.state.ma.us>; McGonagle, Dan (DOT)  
<Dan.McGonagle@dot.state.ma.us>; McLaughlin, Steve E. (DOT)  
<Steve.McLaughlin@dot.state.ma.us>; Mirabella, Steve (DOT)  
<Steve.Mirabella@dot.state.ma.us>; Moore, William A. (DOT)  
<William.Moore@dot.state.ma.us>; Navarro, Tom (DOT) <Tom.Navarro@dot.state.ma.us>;  
Nawrocki, Diane (DOT) <Diane.Nawrocki@dot.state.ma.us>; Nelson, Jim (DOT)  
<Jim.Nelson@dot.state.ma.us>; Newberry, Jesse (DOT) <Jesse.Newberry@dot.state.ma.us>;  
Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>; Olorunwunmi, Omotunde (DOT)  
<Omotunde.Olorunwunmi@dot.state.ma.us>; O'Neil, Karen (DOT)  
<Karen.ONeil@dot.state.ma.us>; O'Neill, Steven D. (DOT)  
<Steven.D.ONeill@dot.state.ma.us>; Palavalsa, Kavitha (DOT)  
<Kavitha.Palavalsa@dot.state.ma.us>; Paluses, Robert (DOT)  
<Robert.Paluses@dot.state.ma.us>; Perduyn, Karen (DOT)  
<karen.perduyn@dot.state.ma.us>; Pomakis, Jim (DOT) <Jim.Pomakis@dot.state.ma.us>;  
Ramirez, Alwin T. (DOT) <Alwin.Ramirez@dot.state.ma.us>; Richard, Jennifer L. (DOT)  
<Jennifer.Richard@dot.state.ma.us>; Riggins, Jerrell (DOT)  
<Jerrell.Riggins@dot.state.ma.us>; Rigney, Joseph (DOT) <Joseph.Rigney@dot.state.ma.us>;  
Rinella, Matthew (DOT) <Matthew.Rinella@dot.state.ma.us>; Robida, James R. (DOT)  
<James.Robida@dot.state.ma.us>; Roddy, Samantha (DOT)  
<Samantha.Roddy@dot.state.ma.us>; Rosenberg, Harri (DOT)  
<harri.rosenberg@dot.state.ma.us>; Sanchez, Miguel (DOT)

<Miguel.Sanchez@dot.state.ma.us>; Seavey, T. Chris (DOT)  
<Chris.T.Seavey@dot.state.ma.us>; Shrader, Justin (DOT) <Justin.Shrader@dot.state.ma.us>;  
Silbaugh, Owen (DOT) <Owen.Silbaugh@dot.state.ma.us>; Silva, Victor (DOT)  
<Victor.Silva@dot.state.ma.us>; Silvernail, Paul (DOT) <Paul.R.Silvernail@dot.state.ma.us>;  
Sims, Andrew (DOT) <Andrew.Sims@dot.state.ma.us>; Slack, Justin (DOT)  
<Justin.Slack@dot.state.ma.us>; Sobczynski, Gregory (DOT)  
<Gregory.Sobczynski@dot.state.ma.us>; Soma, Stephen (DOT)  
<Stephen.Soma@dot.state.ma.us>; Spatafore, Michael (DOT)  
<Michael.Spatafore@dot.state.ma.us>; Spriggs, Nicole (DOT)  
<Nicole.Spriggs@dot.state.ma.us>; Stowe, William (DOT)  
<William.Stowe@dot.state.ma.us>; Kandel, Suman (DOT)  
<Suman.Kandel@dot.state.ma.us>; Swan, Adam J. (DOT) <Adam.Swan@dot.state.ma.us>;  
Tagzine, Hichame (DOT) <Hichame.Tagzine@dot.state.ma.us>; Tilley, James (DOT)  
<James.Tilley@dot.state.ma.us>; Tobias, Maria (DOT) <Maria.Tobias@dot.state.ma.us>;  
Tomkavage, Nicholas (DOT) <Nicholas.Tomkavage@dot.state.ma.us>; Totakura, Pruthvi  
Kumar (DOT) <PruthviKumar.Totakura@dot.state.ma.us>; Treanor, Christopher (DOT)  
<Christopher.Treanor@dot.state.ma.us>; Turner, Virginia (DOT)  
<Virginia.Turner@dot.state.ma.us>; Ummadi, Ramakrishna (DOT)  
<Ramakrishna.Ummadi@dot.state.ma.us>; Uy, Lorraine (DOT)  
<Lorraine.Uy@dot.state.ma.us>; Valovcin, Darryl (DOT)  
<Darryl.Valovcin@dot.state.ma.us>; Vaughn, Michelle (DOT)  
<Michelle.Vaughn@dot.state.ma.us>; Warren, Aric (DOT) <Aric.Warren@dot.state.ma.us>;  
Withington, Mark (DOT) <Mark.Withington@dot.state.ma.us>; Witt, William (DOT)  
<William.Witt@dot.state.ma.us>; Yee, Bill (DOT) <Bill.Yee@dot.state.ma.us>; Young, Dana  
(DOT) <Dana.Young@dot.state.ma.us>  
**Cc:** Kandel, Suman (DOT) <Suman.Kandel@dot.state.ma.us>; Jean-Paul, Lesly (DOT)  
<Lesly.Jean-Paul@dot.state.ma.us>; Rosenberg, Harri (DOT)  
<harri.rosenberg@dot.state.ma.us>; Newberry, Jesse (DOT)  
<Jesse.Newberry@dot.state.ma.us>; Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>;  
Witt, William (DOT) <William.Witt@dot.state.ma.us>; Ball, Dawn (DOT)  
<Dawn.Ball@dot.state.ma.us>; Bedard, David (DOT) <David.Bedard@dot.state.ma.us>;  
Tilley, James (DOT) <James.Tilley@dot.state.ma.us>; Treanor, Christopher (DOT)  
<Christopher.Treanor@dot.state.ma.us>  
**Subject:** SharePoint 2007 Upgrade to SharePoint Online Phase II

Hello SharePoint Users !

massDOT IT is currently upgrading the current SharePoint 2007 to a Microsoft SharePoint Online O365 environment by the end of June 2019, since the current environment will no longer be supported by Microsoft.

We are trying to minimize the impact to all site owners, Internal and External users with this new upgrade, therefore this migration is part of a three phase approach for this upgrade. The first phase of the project is currently underway with Phase 1 site owners currently in the User Acceptance Testing (UAT) stage.



The next phase of the project is to reach out to the second batch of Site Owners. The Site Owners on this distribution list have been designated for Phase 2 migration of the project.

For Phase 2, we have begun initial copying of the data to SharePoint Online and UAT is set to begin on 5/21/2019.

***There are tasks that must be completed by the site owners prior to UAT testing to ensure there is minimal impact to users. They are:***

1. The first is to make sure there are no documents that have been **“Checked Out”**. If there are, the last saved version will be migrated over and any updates to **“Check Out”** documents will be lost. Please make sure that all **“Checked Out”** documents have been **“Checked In”**.
2. The second is to make sure that any Workflow Instances that are currently **“In process”** status have been completed or stopped.

***NOTE: During the UAT testing, the site owners would need to be available to test and verify that their site is functioning as expected starting on Tuesday, 5/21/2019 through Monday, 5/27/2019 . If a primary admin is not available during this time, please provide a secondary admin resource name to contact.***

***During the final Phase 2 migration of SharePoint 2007, the existing sites will only have READ ONLY ACCESS on 5/28/2019. During this time if you require to update any document, please copy/download those documents from SharePoint 2007 to a location (Network/Local Drive) where you can edit them. After the UAT Testing and full migration is complete, users can then upload the documents to their SharePoint Sites.***

In future e-mails we will be reaching out to all site owners and will be following up and providing status of project, URL's for testing and tasks needed to be completed before UAT begins.

Attached are two documents, the first is a site details sheet where you can find information about your site. The second, is a spreadsheet containing **“Checked Out”** documents that need to be **“Checked In”**.

If you have any questions or concerns please do not hesitate to contact Suman Kandel or myself.

Thank you,

Doug

**Doug Leccese**

SR. Business Analyst

E: [Douglas.Leccese@dot.state.ma.us](mailto:Douglas.Leccese@dot.state.ma.us)

P: 1 (857) 368-9807 (office)



**From:** [Makie, Joan \(DOT\)](#)  
**To:** [Mulcahy, Sheila \(DOT\) \(Sheila.Mulcahy@dot.state.ma.us\)](#)  
**Subject:** FW: SharePoint 2007 Upgrade to SharePoint Online Phase II - Follow-up  
**Date:** Tuesday, May 14, 2019 5:02:00 PM  
**Attachments:** [Checked Out Files Report.xlsx](#)  
[Final Site Details- Batch 2.xlsx](#)

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**From:** Leccese, Douglas (DOT) <Douglas.Leccese@dot.state.ma.us>

**Sent:** Tuesday, May 14, 2019 4:31 PM

**To:** Amato, John E. (DOT) <John.Amato@dot.state.ma.us>; Baldassaro, Bernard X. (DOT) <Bernard.Baldassaro@dot.state.ma.us>; Ball, Dawn (DOT) <Dawn.Ball@dot.state.ma.us>; Barry, Germaine (DOT) <Germaine.Barry@dot.state.ma.us>; Betts, William (DOT) <William.T.Betts@dot.state.ma.us>; Brandon, Lawrence (DOT) <Lawrence.Brandon@dot.state.ma.us>; Breen, Marie (DOT) <Marie.Breen@dot.state.ma.us>; Brewer, Michael (DOT) <Michael.Brewer@dot.state.ma.us>; Bristol, Susan (DOT) <Susan.Bristol@dot.state.ma.us>; Brooks, James E. (DOT) <James.E.Brooks@dot.state.ma.us>; Brown, Karen A. (DOT) <Karen.A.Brown@dot.state.ma.us>; Cadorette, John (DOT) <John.Cadorette@dot.state.ma.us>; Carter, Annemarie (DOT) <Annemarie.Carter@dot.state.ma.us>; Castro, Nady (DOT) <Nady.K.Castro@dot.state.ma.us>; Champlin, Tom (DOT) <Tom.Champlin@MassMail.State.MA.US>; Chanthaboun, Sye (DOT) <Sye.Chanthaboun@dot.state.ma.us>; Cheney, Dana (DOT) <Dana.Cheney@dot.state.ma.us>; Chetpelly, Naresh (DOT) <Naresh.Chetpelly@dot.state.ma.us>; Chirokas, David (DOT) <David.Chirokas@dot.state.ma.us>; Collaro-Surrette, Cheryl (DOT) <Cheryl.Collaro-Surrette@dot.state.ma.us>; Cousin, Stephen G. (DOT) <Stephen.G.Cousin@dot.state.ma.us>; Cousins, Rosalee (DOT) <Rosalee.Cousins@dot.state.ma.us>; Crochiere, Kenneth J. (DOT) <Kenneth.Crochiere@dot.state.ma.us>; Dinunzio, Rita (DOT) <Rita.Dinunzio@dot.state.ma.us>; Dionne, Robert (DOT) <Robert.Dionne@dot.state.ma.us>; DiOrio, Brian E. (DOT) <Brian.DiOrio@dot.state.ma.us>; DiPaolo, Thomas A. (DOT) <Thomas.DiPaolo@dot.state.ma.us>; DiPietro, Robert S. (DOT) <Robert.DiPietro@dot.state.ma.us>; Duverge, Raquel (DOT) <Raquel.Duverge@dot.state.ma.us>; Eagan, Alida (DOT) <Alida.Eagan@dot.state.ma.us>; Faria, Kevin (DOT) <Kevin.Faria@dot.state.ma.us>; Fernandes, Miguel (DOT) <Miguel.Fernandes@dot.state.ma.us>; Ferringo, William (DOT) <William.Ferringo@dot.state.ma.us>; Foley, Karyn L. (DOT) <Karyn.Foley@dot.state.ma.us>; Garbaczski, Paul (DOT) <Paul.Garbaczski@dot.state.ma.us>; Giando, Robin R. (DOT) <Robin.Giando@dot.state.ma.us>; Grace, Augusto (DOT) <Augusto.Grace@dot.state.ma.us>; Greene, Joel (DOT) <Joel.Greene@dot.state.ma.us>; Hamel, Roger J. (DOT) <Roger.Hamel@dot.state.ma.us>; Hamwey, Scott (DOT) <Scott.Hamwey@dot.state.ma.us>; Hart, Lisa (DOT) <Lisa.Hart@dot.state.ma.us>; Hayes, Meredith C. (DOT) <Meredith.C.Hayes@dot.state.ma.us>; Hughes, Carl (DOT) <Carl.M.Hughes@dot.state.ma.us>; Hyland, John (DOT) <John.Hyland@dot.state.ma.us>; Jean-Paul, Lesly (DOT) <Lesly.Jean-Paul@dot.state.ma.us>; Jones, Gail (DOT) <Gail.Jones@dot.state.ma.us>; Kandel, Suman (DOT) <Suman.Kandel@dot.state.ma.us>; Kane, Jennifer (DOT) <Jennifer.Kane@dot.state.ma.us>; Karthigesan, Jothie (DOT) <Jothie.Karthigesan@dot.state.ma.us>; Kelleher, Brian M. (DOT) <Brian.Kelleher@dot.state.ma.us>; Khanna, Rick (DOT) <Rick.Khanna@dot.state.ma.us>; Knapp,

David (DOT) <David.Knapp@dot.state.ma.us>; Kofitsas, Kostas M. (DOT) <Kostas.Kofitsas@dot.state.ma.us>; Kolla, Narayana (DOT) <Narayana.Kolla@dot.state.ma.us>; Korsunsky, Julia (DOT) <Julia.Korsunsky@dot.state.ma.us>; Lavallee, Paul (DOT) <Paul.Lavallee@dot.state.ma.us>; Lee, Donna M. (DOT) <Donna.Lee@dot.state.ma.us>; Lopes, Kevin (DOT) <Kevin.Lopes@dot.state.ma.us>; Lotti, Katherine (DOT) <Katherine.Lotti@dot.state.ma.us>; Lozada, John (DOT) <John.Lozada@dot.state.ma.us>; Lyons, Maryellen (DOT) <Maryellen.Lyons@dot.state.ma.us>; Makie, Joan (DOT) <Joan.Makie@dot.state.ma.us>; Martorana, Craig (DOT) <Craig.Martorana@dot.state.ma.us>; McCollem, Steve (DOT) <Steve.McCollem@dot.state.ma.us>; McGonagle, Dan (DOT) <Dan.McGonagle@dot.state.ma.us>; McLaughlin, Steve E. (DOT) <Steve.McLaughlin@dot.state.ma.us>; Mirabella, Steve (DOT) <Steve.Mirabella@dot.state.ma.us>; Moore, William A. (DOT) <William.Moore@dot.state.ma.us>; Navarro, Tom (DOT) <Tom.Navarro@dot.state.ma.us>; Nawrocki, Diane (DOT) <Diane.Nawrocki@dot.state.ma.us>; Nelson, Jim (DOT) <Jim.Nelson@dot.state.ma.us>; Newberry, Jesse (DOT) <Jesse.Newberry@dot.state.ma.us>; Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>; Olorunwunmi, Omotunde (DOT) <Omotunde.Olorunwunmi@dot.state.ma.us>; O'Neil, Karen (DOT) <Karen.ONEil@dot.state.ma.us>; O'Neill, Steven D. (DOT) <Steven.D.O'Neill@dot.state.ma.us>; Palavalsa, Kavitha (DOT) <Kavitha.Palavalsa@dot.state.ma.us>; Paluses, Robert (DOT) <Robert.Paluses@dot.state.ma.us>; Perduyn, Karen (DOT) <Karen.Perduyn@dot.state.ma.us>; Pomakis, Jim (DOT) <Jim.Pomakis@dot.state.ma.us>; Ramirez, Alwin T. (DOT) <Alwin.Ramirez@dot.state.ma.us>; Richard, Jennifer L. (DOT) <Jennifer.Richard@dot.state.ma.us>; Riggins, Jerrell (DOT) <Jerrell.Riggins@dot.state.ma.us>; Rigney, Joseph (DOT) <Joseph.Rigney@dot.state.ma.us>; Rinella, Matthew (DOT) <Matthew.Rinella@dot.state.ma.us>; Robida, James R. (DOT) <James.Robida@dot.state.ma.us>; Roddy, Samantha (DOT) <Samantha.Roddy@dot.state.ma.us>; Rosenberg, Harri (DOT) <harri.rosenberg@dot.state.ma.us>; Sanchez, Miguel (DOT) <Miguel.Sanchez@dot.state.ma.us>; Seavey, T. Chris (DOT) <Chris.T.Seavey@dot.state.ma.us>; Shrader, Justin (DOT) <Justin.Shrader@dot.state.ma.us>; Silbaugh, Owen (DOT) <Owen.Silbaugh@dot.state.ma.us>; Silva, Victor (DOT) <Victor.Silva@dot.state.ma.us>; Silvernail, Paul (DOT) <Paul.R.Silvernail@dot.state.ma.us>; Sims, Andrew (DOT) <Andrew.Sims@dot.state.ma.us>; Slack, Justin (DOT) <Justin.Slack@dot.state.ma.us>; Sobczynski, Gregory (DOT) <Gregory.Sobczynski@dot.state.ma.us>; Soma, Stephen (DOT) <Stephen.Soma@dot.state.ma.us>; Spatafore, Michael (DOT) <Michael.Spatafore@dot.state.ma.us>; Spriggs, Nicole (DOT) <Nicole.Spriggs@dot.state.ma.us>; Stowe, William (DOT) <William.Stowe@dot.state.ma.us>; Kandel, Suman (DOT) <Suman.Kandel@dot.state.ma.us>; Swan, Adam J. (DOT) <Adam.Swan@dot.state.ma.us>; Tagzine, Hichame (DOT) <Hichame.Tagzine@dot.state.ma.us>; Tilley, James (DOT) <James.Tilley@dot.state.ma.us>; Tobias, Maria (DOT) <Maria.Tobias@dot.state.ma.us>; Tomkavage, Nicholas (DOT) <Nicholas.Tomkavage@dot.state.ma.us>; Totakura, Pruthvi Kumar (DOT) <PruthviKumar.Totakura@dot.state.ma.us>; Treanor, Christopher (DOT) <Christopher.Treanor@dot.state.ma.us>; Turner, Virginia (DOT) <Virginia.Turner@dot.state.ma.us>; Ummadi, Ramakrishna (DOT) <Ramakrishna.Ummadi@dot.state.ma.us>; Uy, Lorraine (DOT) <Lorraine.Uy@dot.state.ma.us>; Valovcin, Darryl (DOT) <Darryl.Valovcin@dot.state.ma.us>; Vaughn, Michelle (DOT) <Michelle.Vaughn@dot.state.ma.us>; Warren, Aric (DOT) <Aric.Warren@dot.state.ma.us>; Withington, Mark (DOT) <Mark.Withington@dot.state.ma.us>; Witt, William (DOT) <William.Witt@dot.state.ma.us>; Yee, Bill (DOT) <Bill.Yee@dot.state.ma.us>;

Young, Dana (DOT) <Dana.Young@dot.state.ma.us>

**Cc:** Kandel, Suman (DOT) <Suman.Kandel@dot.state.ma.us>; Jean-Paul, Lesly (DOT) <Lesly.Jean-Paul@dot.state.ma.us>; Rosenberg, Harri (DOT) <harri.rosenberg@dot.state.ma.us>; Newberry, Jesse (DOT) <Jesse.Newberry@dot.state.ma.us>; Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>; Witt, William (DOT) <William.Witt@dot.state.ma.us>; Ball, Dawn (DOT) <Dawn.Ball@dot.state.ma.us>; Bedard, David (DOT) <David.Bedard@dot.state.ma.us>; Tilley, James (DOT) <James.Tilley@dot.state.ma.us>; Treanor, Christopher (DOT) <Christopher.Treanor@dot.state.ma.us>

**Subject:** SharePoint 2007 Upgrade to SharePoint Online Phase II - Follow-up

Hi SharePoint users,

This e-mail is a follow-up to the message we sent out on Wednesday, 5/1/2019.

We have completed the Phase II sites migrating/copying of the production SharePoint 2007 data to SharePoint Online. The attachment contains the site details for Phase II.

The next task on the project is User Acceptance Testing (UAT), which is scheduled from 5/21/2019 – 5/24/2019.

***Site owners are requested to be available during this time to verify that their site's functionality is correct as SharePoint 2007.***

***During the final Phase II migration of SharePoint 2007, the existing sites will only have READ ONLY ACCESS on 5/28/2019. During this time if you require to update any document, please copy/download those documents from SharePoint 2007 to a location (Network/Local Drive) where you can edit them. After the UAT Testing and full migration is complete, users can then upload the documents to their SharePoint Sites.***

Phase II of the migration project encompasses over 350 sites. We are asking all site owners to review the options listed below and let us know which option suits your needs for this phase of the migration. Please e-mail us back with your option so we can plan your option accordingly.

Options:

1. Delete the site with the data if you don't need it anymore or if a copy of the data exists on a Network/Local Drive.
2. Just archive the data if you don't know what is it there. No Testing is required.
3. If you know what is in your site, please test/verify SharePoint 2007 vs SharePoint Online to make sure we have everything in there. This is going to be your final production site.

***NOTE: Please make sure the following items have been taken care before the final migration begins.***

1. Make sure there are no documents that have been **“Checked Out”**. If there are, the

last saved version will be migrated over and any updates to **“Checked Out”** document will be lost. Please make sure that all **“Checked Out”** documents have been **“Checked In”**.

- a. If you have already **“Checked In”** your documents, please ignore this task.
2. Any Workflow Instances that are currently **“In process”** status have been completed or stopped.
3. Communicate to all of your site users the tasks and timelines outlined in this e-mail for their knowledge.
4. Please let us know the Primary and Secondary person you have identified for verifying your site.

In future communications we will be sending out the new site details including SharePoint Online URLs and a test plan for your SharePoint Online site.

If you have any questions or concerns regarding this process, please do not hesitate to contact Suman Kandel or myself.

Thank you,

Doug

**Doug Leccese**

SR. Business Analyst

E: [Douglas.Leccese@dot.state.ma.us](mailto:Douglas.Leccese@dot.state.ma.us)

P: 1 (857) 368-9807 (office)



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**From:** Leccese, Douglas (DOT)

**Sent:** Wednesday, May 01, 2019 4:31 PM

**To:** Amato, John E. (DOT) <[John.Amato@dot.state.ma.us](mailto:John.Amato@dot.state.ma.us)>; Baldassaro, Bernard X. (DOT) <[Bernard.Baldassaro@dot.state.ma.us](mailto:Bernard.Baldassaro@dot.state.ma.us)>; Ball, Dawn (DOT) <[Dawn.Ball@dot.state.ma.us](mailto:Dawn.Ball@dot.state.ma.us)>; Barry, Germaine (DOT) <[Germaine.Barry@dot.state.ma.us](mailto:Germaine.Barry@dot.state.ma.us)>; Betts, William (DOT) <[William.T.Betts@dot.state.ma.us](mailto:William.T.Betts@dot.state.ma.us)>; Brandon, Lawrence (DOT) <[Lawrence.Brandon@dot.state.ma.us](mailto:Lawrence.Brandon@dot.state.ma.us)>; Breen, Marie (DOT) <[Marie.Breen@dot.state.ma.us](mailto:Marie.Breen@dot.state.ma.us)>; Brewer, Michael (DOT) <[Michael.Brewer@dot.state.ma.us](mailto:Michael.Brewer@dot.state.ma.us)>; Bristol, Susan (DOT) <[Susan.Bristol@dot.state.ma.us](mailto:Susan.Bristol@dot.state.ma.us)>; Brooks, James E. (DOT) <[James.E.Brooks@dot.state.ma.us](mailto:James.E.Brooks@dot.state.ma.us)>;

Brown, Karen A. (DOT) <[Karen.A.Brown@dot.state.ma.us](mailto:Karen.A.Brown@dot.state.ma.us)>; Cadorette, John (DOT) <[John.Cadorette@dot.state.ma.us](mailto:John.Cadorette@dot.state.ma.us)>; Carter, Annemarie (DOT) <[Annemarie.Carter@dot.state.ma.us](mailto:Annemarie.Carter@dot.state.ma.us)>; Castro, Nady (DOT) <[Nady.K.Castro@dot.state.ma.us](mailto:Nady.K.Castro@dot.state.ma.us)>; Champlin, Tom (DOT) <[Tom.Champlin@MassMail.State.MA.US](mailto:Tom.Champlin@MassMail.State.MA.US)>; Chanthaboun, Sye (DOT) <[Sye.Chanthaboun@dot.state.ma.us](mailto:Sye.Chanthaboun@dot.state.ma.us)>; Cheney, Dana (DOT) <[Dana.Cheney@dot.state.ma.us](mailto:Dana.Cheney@dot.state.ma.us)>; Chetpelly, Naresh (DOT) <[Naresh.Chetpelly@dot.state.ma.us](mailto:Naresh.Chetpelly@dot.state.ma.us)>; Chirokas, David (DOT) <[David.Chirokas@dot.state.ma.us](mailto:David.Chirokas@dot.state.ma.us)>; Collaro-Surrette, Cheryl (DOT) <[Cheryl.Collaro-Surrette@dot.state.ma.us](mailto:Cheryl.Collaro-Surrette@dot.state.ma.us)>; Cousin, Stephen G. (DOT) <[Stephen.G.Cousin@dot.state.ma.us](mailto:Stephen.G.Cousin@dot.state.ma.us)>; Cousins, Rosalee (DOT) <[Rosalee.Cousins@dot.state.ma.us](mailto:Rosalee.Cousins@dot.state.ma.us)>; Crochiere, Kenneth J. (DOT) <[Kenneth.Crochiere@dot.state.ma.us](mailto:Kenneth.Crochiere@dot.state.ma.us)>; Dinunzio, Rita (DOT) <[Rita.Dinunzio@dot.state.ma.us](mailto:Rita.Dinunzio@dot.state.ma.us)>; Dionne, Robert (DOT) <[Robert.Dionne@dot.state.ma.us](mailto:Robert.Dionne@dot.state.ma.us)>; DiOrio, Brian E. (DOT) <[Brian.DiOrio@dot.state.ma.us](mailto:Brian.DiOrio@dot.state.ma.us)>; DiPaolo, Thomas A. (DOT) <[Thomas.DiPaolo@dot.state.ma.us](mailto:Thomas.DiPaolo@dot.state.ma.us)>; DiPietro, Robert S. (DOT) <[Robert.DiPietro@dot.state.ma.us](mailto:Robert.DiPietro@dot.state.ma.us)>; Duverge, Raquel (DOT) <[Raquel.Duverge@dot.state.ma.us](mailto:Raquel.Duverge@dot.state.ma.us)>; Eagan, Alida (DOT) <[Alida.Eagan@dot.state.ma.us](mailto:Alida.Eagan@dot.state.ma.us)>; Faria, Kevin (DOT) <[kevin.faria@dot.state.ma.us](mailto:kevin.faria@dot.state.ma.us)>; Fernandes, Miguel (DOT) <[Miguel.Fernandes@dot.state.ma.us](mailto:Miguel.Fernandes@dot.state.ma.us)>; Ferringo, William (DOT) <[William.Ferringo@dot.state.ma.us](mailto:William.Ferringo@dot.state.ma.us)>; Foley, Karyn L. (DOT) <[Karyn.Foley@dot.state.ma.us](mailto:Karyn.Foley@dot.state.ma.us)>; Garbaczski, Paul (DOT) <[Paul.Garbaczski@dot.state.ma.us](mailto:Paul.Garbaczski@dot.state.ma.us)>; Giando, Robin R. (DOT) <[Robin.Giando@dot.state.ma.us](mailto:Robin.Giando@dot.state.ma.us)>; Grace, Augusto (DOT) <[Augusto.Grace@dot.state.ma.us](mailto:Augusto.Grace@dot.state.ma.us)>; Greene, Joel (DOT) <[Joel.Greene@dot.state.ma.us](mailto:Joel.Greene@dot.state.ma.us)>; Hamel, Roger J. (DOT) <[Roger.Hamel@dot.state.ma.us](mailto:Roger.Hamel@dot.state.ma.us)>; Hamwey, Scott (DOT) <[Scott.Hamwey@dot.state.ma.us](mailto:Scott.Hamwey@dot.state.ma.us)>; Hart, Lisa (DOT) <[Lisa.Hart@dot.state.ma.us](mailto:Lisa.Hart@dot.state.ma.us)>; Hayes, Meredith C. (DOT) <[Meredith.C.Hayes@dot.state.ma.us](mailto:Meredith.C.Hayes@dot.state.ma.us)>; Hughes, Carl (DOT) <[Carl.M.Hughes@dot.state.ma.us](mailto:Carl.M.Hughes@dot.state.ma.us)>; Hyland, John (DOT) <[John.Hyland@dot.state.ma.us](mailto:John.Hyland@dot.state.ma.us)>; Jean-Paul, Lesly (DOT) <[Lesly.Jean-Paul@dot.state.ma.us](mailto:Lesly.Jean-Paul@dot.state.ma.us)>; Jones, Gail (DOT) <[Gail.Jones@dot.state.ma.us](mailto:Gail.Jones@dot.state.ma.us)>; Kandel, Suman (DOT) <[Suman.Kandel@dot.state.ma.us](mailto:Suman.Kandel@dot.state.ma.us)>; Kane, Jennifer (DOT) <[Jennifer.Kane@dot.state.ma.us](mailto:Jennifer.Kane@dot.state.ma.us)>; Karthigesan, Jothie (DOT) <[Jothie.Karthigesan@dot.state.ma.us](mailto:Jothie.Karthigesan@dot.state.ma.us)>; Kelleher, Brian M. (DOT) <[Brian.Kelleher@dot.state.ma.us](mailto:Brian.Kelleher@dot.state.ma.us)>; Khanna, Rick (DOT) <[Rick.Khanna@dot.state.ma.us](mailto:Rick.Khanna@dot.state.ma.us)>; Knapp, David (DOT) <[David.Knapp@dot.state.ma.us](mailto:David.Knapp@dot.state.ma.us)>; Kofitsas, Kostas M. (DOT) <[Kostas.Kofitsas@dot.state.ma.us](mailto:Kostas.Kofitsas@dot.state.ma.us)>; Kolla, Narayana (DOT) <[Narayana.Kolla@dot.state.ma.us](mailto:Narayana.Kolla@dot.state.ma.us)>; Korsunsky, Julia (DOT) <[Julia.Korsunsky@dot.state.ma.us](mailto:Julia.Korsunsky@dot.state.ma.us)>; Lavallee, Paul (DOT) <[Paul.Lavallee@dot.state.ma.us](mailto:Paul.Lavallee@dot.state.ma.us)>; Lee, Donna M. (DOT) <[Donna.Lee@dot.state.ma.us](mailto:Donna.Lee@dot.state.ma.us)>; Lopes, Kevin (DOT) <[Kevin.Lopes@dot.state.ma.us](mailto:Kevin.Lopes@dot.state.ma.us)>; Lotti, Katherine (DOT) <[Katherine.Lotti@dot.state.ma.us](mailto:Katherine.Lotti@dot.state.ma.us)>; Lozada, John (DOT) <[John.Lozada@dot.state.ma.us](mailto:John.Lozada@dot.state.ma.us)>; Lyons, Maryellen (DOT) <[Maryellen.Lyons@dot.state.ma.us](mailto:Maryellen.Lyons@dot.state.ma.us)>; Makie, Joan (DOT) <[Joan.Makie@dot.state.ma.us](mailto:Joan.Makie@dot.state.ma.us)>; Martorana, Craig (DOT) <[Craig.Martorana@dot.state.ma.us](mailto:Craig.Martorana@dot.state.ma.us)>; McCollem, Steve (DOT) <[Steve.McCollem@dot.state.ma.us](mailto:Steve.McCollem@dot.state.ma.us)>; McGonagle, Dan (DOT) <[Dan.McGonagle@dot.state.ma.us](mailto:Dan.McGonagle@dot.state.ma.us)>; McLaughlin, Steve E. (DOT) <[Steve.McLaughlin@dot.state.ma.us](mailto:Steve.McLaughlin@dot.state.ma.us)>; Mirabella, Steve (DOT) <[Steve.Mirabella@dot.state.ma.us](mailto:Steve.Mirabella@dot.state.ma.us)>; Moore, William A. (DOT) <[William.Moore@dot.state.ma.us](mailto:William.Moore@dot.state.ma.us)>; Navarro, Tom (DOT) <[Tom.Navarro@dot.state.ma.us](mailto:Tom.Navarro@dot.state.ma.us)>; Nawrocki, Diane (DOT) <[Diane.Nawrocki@dot.state.ma.us](mailto:Diane.Nawrocki@dot.state.ma.us)>; Nelson, Jim (DOT) <[Jim.Nelson@dot.state.ma.us](mailto:Jim.Nelson@dot.state.ma.us)>; Newberry, Jesse (DOT) <[Jesse.Newberry@dot.state.ma.us](mailto:Jesse.Newberry@dot.state.ma.us)>; Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)>; Olorunwunmi, Omotunde (DOT) <[Omotunde.Olorunwunmi@dot.state.ma.us](mailto:Omotunde.Olorunwunmi@dot.state.ma.us)>; O'Neil, Karen (DOT) <[Karen.ONeil@dot.state.ma.us](mailto:Karen.ONeil@dot.state.ma.us)>; O'Neill, Steven D. (DOT) <[Steven.D.ONeill@dot.state.ma.us](mailto:Steven.D.ONeill@dot.state.ma.us)>; Palavalsa, Kavitha (DOT)

<[Kavitha.Palavalsa@dot.state.ma.us](mailto:Kavitha.Palavalsa@dot.state.ma.us)>; Paluses, Robert (DOT) <[Robert.Paluses@dot.state.ma.us](mailto:Robert.Paluses@dot.state.ma.us)>; Perduyn, Karen (DOT) <[karen.perduyn@dot.state.ma.us](mailto:karen.perduyn@dot.state.ma.us)>; Pomakis, Jim (DOT) <[Jim.Pomakis@dot.state.ma.us](mailto:Jim.Pomakis@dot.state.ma.us)>; Ramirez, Alwin T. (DOT) <[Alwin.Ramirez@dot.state.ma.us](mailto:Alwin.Ramirez@dot.state.ma.us)>; Richard, Jennifer L. (DOT) <[Jennifer.Richard@dot.state.ma.us](mailto:Jennifer.Richard@dot.state.ma.us)>; Riggins, Jerrell (DOT) <[Jerrell.Riggins@dot.state.ma.us](mailto:Jerrell.Riggins@dot.state.ma.us)>; Rigney, Joseph (DOT) <[Joseph.Rigney@dot.state.ma.us](mailto:Joseph.Rigney@dot.state.ma.us)>; Rinella, Matthew (DOT) <[Matthew.Rinella@dot.state.ma.us](mailto:Matthew.Rinella@dot.state.ma.us)>; Robida, James R. (DOT) <[James.Robida@dot.state.ma.us](mailto:James.Robida@dot.state.ma.us)>; Roddy, Samantha (DOT) <[Samantha.Roddy@dot.state.ma.us](mailto:Samantha.Roddy@dot.state.ma.us)>; Rosenberg, Harri (DOT) <[harri.rosenberg@dot.state.ma.us](mailto:harri.rosenberg@dot.state.ma.us)>; Sanchez, Miguel (DOT) <[Miguel.Sanchez@dot.state.ma.us](mailto:Miguel.Sanchez@dot.state.ma.us)>; Seavey, T. Chris (DOT) <[Chris.T.Seavey@dot.state.ma.us](mailto:Chris.T.Seavey@dot.state.ma.us)>; Shrader, Justin (DOT) <[Justin.Shrader@dot.state.ma.us](mailto:Justin.Shrader@dot.state.ma.us)>; Silbaugh, Owen (DOT) <[Owen.Silbaugh@dot.state.ma.us](mailto:Owen.Silbaugh@dot.state.ma.us)>; Silva, Victor (DOT) <[Victor.Silva@dot.state.ma.us](mailto:Victor.Silva@dot.state.ma.us)>; Silvernail, Paul (DOT) <[Paul.R.Silvernail@dot.state.ma.us](mailto:Paul.R.Silvernail@dot.state.ma.us)>; Sims, Andrew (DOT) <[Andrew.Sims@dot.state.ma.us](mailto:Andrew.Sims@dot.state.ma.us)>; Slack, Justin (DOT) <[Justin.Slack@dot.state.ma.us](mailto:Justin.Slack@dot.state.ma.us)>; Sobczynski, Gregory (DOT) <[Gregory.Sobczynski@dot.state.ma.us](mailto:Gregory.Sobczynski@dot.state.ma.us)>; Soma, Stephen (DOT) <[Stephen.Soma@dot.state.ma.us](mailto:Stephen.Soma@dot.state.ma.us)>; Spatafore, Michael (DOT) <[Michael.Spatafore@dot.state.ma.us](mailto:Michael.Spatafore@dot.state.ma.us)>; Spriggs, Nicole (DOT) <[Nicole.Spriggs@dot.state.ma.us](mailto:Nicole.Spriggs@dot.state.ma.us)>; Stowe, William (DOT) <[William.Stowe@dot.state.ma.us](mailto:William.Stowe@dot.state.ma.us)>; Kandel, Suman (DOT) <[Suman.Kandel@dot.state.ma.us](mailto:Suman.Kandel@dot.state.ma.us)>; Swan, Adam J. (DOT) <[Adam.Swan@dot.state.ma.us](mailto:Adam.Swan@dot.state.ma.us)>; Tagzine, Hichame (DOT) <[Hichame.Tagzine@dot.state.ma.us](mailto:Hichame.Tagzine@dot.state.ma.us)>; Tilley, James (DOT) <[James.Tilley@dot.state.ma.us](mailto:James.Tilley@dot.state.ma.us)>; Tobias, Maria (DOT) <[Maria.Tobias@dot.state.ma.us](mailto:Maria.Tobias@dot.state.ma.us)>; Tomkavage, Nicholas (DOT) <[Nicholas.Tomkavage@dot.state.ma.us](mailto:Nicholas.Tomkavage@dot.state.ma.us)>; Totakura, Pruthvi Kumar (DOT) <[PruthviKumar.Totakura@dot.state.ma.us](mailto:PruthviKumar.Totakura@dot.state.ma.us)>; Treanor, Christopher (DOT) <[Christopher.Treanor@dot.state.ma.us](mailto:Christopher.Treanor@dot.state.ma.us)>; Turner, Virginia (DOT) <[Virginia.Turner@dot.state.ma.us](mailto:Virginia.Turner@dot.state.ma.us)>; Ummadi, Ramakrishna (DOT) <[Ramakrishna.Ummadi@dot.state.ma.us](mailto:Ramakrishna.Ummadi@dot.state.ma.us)>; Uy, Lorraine (DOT) <[Lorraine.Uy@dot.state.ma.us](mailto:Lorraine.Uy@dot.state.ma.us)>; Valovcin, Darryl (DOT) <[Darryl.Valovcin@dot.state.ma.us](mailto:Darryl.Valovcin@dot.state.ma.us)>; Vaughn, Michelle (DOT) <[Michelle.Vaughn@dot.state.ma.us](mailto:Michelle.Vaughn@dot.state.ma.us)>; Warren, Aric (DOT) <[Aric.Warren@dot.state.ma.us](mailto:Aric.Warren@dot.state.ma.us)>; Withington, Mark (DOT) <[Mark.Withington@dot.state.ma.us](mailto:Mark.Withington@dot.state.ma.us)>; Witt, William (DOT) <[William.Witt@dot.state.ma.us](mailto:William.Witt@dot.state.ma.us)>; Yee, Bill (DOT) <[Bill.Yee@dot.state.ma.us](mailto:Bill.Yee@dot.state.ma.us)>; Young, Dana (DOT) <[Dana.Young@dot.state.ma.us](mailto:Dana.Young@dot.state.ma.us)>

**Cc:** Kandel, Suman (DOT) <[Suman.Kandel@dot.state.ma.us](mailto:Suman.Kandel@dot.state.ma.us)>; Jean-Paul, Lesly (DOT) <[Lesly.Jean-Paul@dot.state.ma.us](mailto:Lesly.Jean-Paul@dot.state.ma.us)>; Rosenberg, Harri (DOT) <[harri.rosenberg@dot.state.ma.us](mailto:harri.rosenberg@dot.state.ma.us)>; Newberry, Jesse (DOT) <[Jesse.Newberry@dot.state.ma.us](mailto:Jesse.Newberry@dot.state.ma.us)>; Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)>; Witt, William (DOT) <[William.Witt@dot.state.ma.us](mailto:William.Witt@dot.state.ma.us)>; Ball, Dawn (DOT) <[Dawn.Ball@dot.state.ma.us](mailto:Dawn.Ball@dot.state.ma.us)>; Bedard, David (DOT) <[David.Bedard@dot.state.ma.us](mailto:David.Bedard@dot.state.ma.us)>; Tilley, James (DOT) <[James.Tilley@dot.state.ma.us](mailto:James.Tilley@dot.state.ma.us)>; Treanor, Christopher (DOT) <[Christopher.Treanor@dot.state.ma.us](mailto:Christopher.Treanor@dot.state.ma.us)>

**Subject:** SharePoint 2007 Upgrade to SharePoint Online Phase II

Hello SharePoint Users !

massDOT IT is currently upgrading the current SharePoint 2007 to a Microsoft SharePoint Online O365 environment by the end of June 2019, since the current environment will no longer be supported by Microsoft.

We are trying to minimize the impact to all site owners, Internal and External users with this new



upgrade, therefore this migration is part of a three phase approach for this upgrade. The first phase of the project is currently underway with Phase 1 site owners currently in the User Acceptance Testing (UAT) stage.

The next phase of the project is to reach out to the second batch of Site Owners. The Site Owners on this distribution list have been designated for Phase 2 migration of the project.

For Phase 2, we have begun initial copying of the data to SharePoint Online and UAT is set to begin on 5/21/2019.

***There are tasks that must be completed by the site owners prior to UAT testing to ensure there is minimal impact to users. They are:***

1. The first is to make sure there are no documents that have been **“Checked Out”**. If there are, the last saved version will be migrated over and any updates to **“Check Out”** documents will be lost. Please make sure that all **“Checked Out”** documents have been **“Checked In”**.
2. The second is to make sure that any Workflow Instances that are currently **“In process”** status have been completed or stopped.

***NOTE: During the UAT testing, the site owners would need to be available to test and verify that their site is functioning as expected starting on Tuesday, 5/21/2019 through Monday, 5/27/2019. If a primary admin is not available during this time, please provide a secondary admin resource name to contact.***

***During the final Phase 2 migration of SharePoint 2007, the existing sites will only have READ ONLY ACCESS on 5/28/2019. During this time if you require to update any document, please copy/download those documents from SharePoint 2007 to a location (Network/Local Drive) where you can edit them. After the UAT Testing and full migration is complete, users can then upload the documents to their SharePoint Sites.***

In future e-mails we will be reaching out to all site owners and will be following up and providing status of project, URL's for testing and tasks needed to be completed before UAT begins.

Attached are two documents, the first is a site details sheet where you can find information about your site. The second, is a spreadsheet containing **“Checked Out”** documents that need to be **“Checked In”**.

If you have any questions or concerns please do not hesitate to contact Suman Kandel or myself.

Thank you,

Doug

**Doug Leccese**

SR. Business Analyst

E: [Douglas.Leccese@dot.state.ma.us](mailto:Douglas.Leccese@dot.state.ma.us)

P: 1 (857) 368-9807 (office)



**From:** [Giando, Robin R. \(DOT\)](#)  
**To:** [Marquis, Pamela C. \(DOT\)](#); [Shiver, Shirley \(DOT\)](#)  
**Subject:** FW: SharePoint 2007 Upgrade to SharePoint Online Phase II - Follow-up  
**Date:** Tuesday, May 14, 2019 4:57:24 PM  
**Attachments:** [Checked Out Files Report.xlsx](#)  
[Final Site Details- Batch 2.xlsx](#)

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**From:** Leccese, Douglas (DOT)

**Sent:** Tuesday, May 14, 2019 4:31 PM

**To:** Amato, John E. (DOT); Baldassaro, Bernard X. (DOT); Ball, Dawn (DOT); Barry, Germaine (DOT); Betts, William (DOT); Brandon, Lawrence (DOT); Breen, Marie (DOT); Brewer, Michael (DOT); Bristol, Susan (DOT); Brooks, James E. (DOT); Brown, Karen A. (DOT); Cadorette, John (DOT); Carter, Annemarie (DOT); Castro, Nady (DOT); Champlin, Tom (DOT); Chanthaboun, Sye (DOT); Cheney, Dana (DOT); Chetpelly, Naresh (DOT); Chirokas, David (DOT); Collaro-Surette, Cheryl (DOT); Cousin, Stephen G. (DOT); Cousins, Rosalee (DOT); Crochiere, Kenneth J. (DOT); Dinunzio, Rita (DOT); Dionne, Robert (DOT); DiOrio, Brian E. (DOT); DiPaolo, Thomas A. (DOT); DiPietro, Robert S. (DOT); Duverge, Raquel (DOT); Eagan, Alida (DOT); Faria, Kevin (DOT); Fernandes, Miguel (DOT); Ferringo, William (DOT); Foley, Karyn L. (DOT); Garbaczeski, Paul (DOT); Giando, Robin R. (DOT); Grace, Augusto (DOT); Greene, Joel (DOT); Hamel, Roger J. (DOT); Hamwey, Scott (DOT); Hart, Lisa (DOT); Hayes, Meredith C. (DOT); Hughes, Carl (DOT); Hyland, John (DOT); Jean-Paul, Lesly (DOT); Jones, Gail (DOT); Kandel, Suman (DOT); Kane, Jennifer (DOT); Karthigesan, Jothie (DOT); Kelleher, Brian M. (DOT); Khanna, Rick (DOT); Knapp, David (DOT); Kofitsas, Kostas M. (DOT); Kolla, Narayana (DOT); Korsunsky, Julia (DOT); Lavallee, Paul (DOT); Lee, Donna M. (DOT); Lopes, Kevin (DOT); Lotti, Katherine (DOT); Lozada, John (DOT); Lyons, Maryellen (DOT); Makie, Joan (DOT); Martorana, Craig (DOT); McCollem, Steve (DOT); McGonagle, Dan (DOT); McLaughlin, Steve E. (DOT); Mirabella, Steve (DOT); Moore, William A. (DOT); Navarro, Tom (DOT); Nawrocki, Diane (DOT); Nelson, Jim (DOT); Newberry, Jesse (DOT); Newton, Mark (DOT); Olorunwunmi, Omotunde (DOT); O'Neil, Karen (DOT); O'Neill, Steven D. (DOT); Palavalsa, Kavitha (DOT); Paluses, Robert (DOT); Perduyn, Karen (DOT); Pomakis, Jim (DOT); Ramirez, Alwin T. (DOT); Richard, Jennifer L. (DOT); Riggins, Jerrell (DOT); Rigney, Joseph (DOT); Rinella, Matthew (DOT); Robida, James R. (DOT); Roddy, Samantha (DOT); Rosenberg, Harri (DOT); Sanchez, Miguel (DOT); Seavey, T. Chris (DOT); Shrader, Justin (DOT); Silbaugh, Owen (DOT); Silva, Victor (DOT); Silvernail, Paul (DOT); Sims, Andrew (DOT); Slack, Justin (DOT); Sobczynski, Gregory (DOT); Soma, Stephen (DOT); Spatafore, Michael (DOT); Spriggs, Nicole (DOT); Stowe, William (DOT); Kandel, Suman (DOT); Swan, Adam J. (DOT); Tagzine, Hichame (DOT); Tilley, James (DOT); Tobias, Maria (DOT); Tomkavage, Nicholas (DOT); Totakura, Pruthvi Kumar (DOT); Treanor, Christopher (DOT); Turner, Virginia (DOT); Ummadi, Ramakrishna (DOT); Uy, Lorraine (DOT); Valovcin, Darryl (DOT); Vaughn, Michelle (DOT); Warren, Aric (DOT); Withington, Mark (DOT); Witt, William (DOT); Yee, Bill (DOT); Young, Dana (DOT)

**Cc:** Kandel, Suman (DOT); Jean-Paul, Lesly (DOT); Rosenberg, Harri (DOT); Newberry, Jesse (DOT); Newton, Mark (DOT); Witt, William (DOT); Ball, Dawn (DOT); Bedard, David (DOT); Tilley, James (DOT); Treanor, Christopher (DOT)

**Subject:** SharePoint 2007 Upgrade to SharePoint Online Phase II - Follow-up

Hi SharePoint users,

This e-mail is a follow-up to the message we sent out on Wednesday, 5/1/2019.

We have completed the Phase II sites migrating/copying of the production SharePoint 2007 data to SharePoint Online. The attachment contains the site details for Phase II.

The next task on the project is User Acceptance Testing (UAT), which is scheduled from 5/21/2019 – 5/24/2019.

**Site owners are requested to be available during this time to verify that their site's**

**functionality is correct as SharePoint 2007.**

**During the final Phase II migration of SharePoint 2007, the existing sites will only have READ ONLY ACCESS on 5/28/2019. During this time if you require to update any document, please copy/download those documents from SharePoint 2007 to a location (Network/Local Drive) where you can edit them. After the UAT Testing and full migration is complete, users can then upload the documents to their SharePoint Sites.**

Phase II of the migration project encompasses over 350 sites. We are asking all site owners to review the options listed below and let us know which option suits your needs for this phase of the migration. Please e-mail us back with your option so we can plan your option accordingly.

Options:

1. Delete the site with the data if you don't need it anymore or if a copy of the data exists on a Network/Local Drive.
2. Just archive the data if you don't know what is it there. No Testing is required.
3. If you know what is in your site, please test/verify SharePoint 2007 vs SharePoint Online to make sure we have everything in there. This is going to be your final production site.

**NOTE: Please make sure the following items have been taken care before the final migration begins.**

1. Make sure there are no documents that have been **"Checked Out"**. If there are, the last saved version will be migrated over and any updates to **"Checked Out"** document will be lost. Please make sure that all **"Checked Out"** documents have been **"Checked In"**.
  - a. If you have already **"Checked In"** your documents, please ignore this task.
2. Any Workflow Instances that are currently **"In process"** status have been completed or stopped.
3. Communicate to all of your site users the tasks and timelines outlined in this e-mail for their knowledge.
4. Please let us know the Primary and Secondary person you have identified for verifying your site.

In future communications we will be sending out the new site details including SharePoint Online URLs and a test plan for your SharePoint Online site.

If you have any questions or concerns regarding this process, please do not hesitate to contact Suman Kandel or myself.

Thank you,

Doug

**Doug Leccese**

SR. Business Analyst

E: [Douglas.Leccese@dot.state.ma.us](mailto:Douglas.Leccese@dot.state.ma.us)

P: 1 (857) 368-9807 (office)



---

**From:** Leccese, Douglas (DOT)

**Sent:** Wednesday, May 01, 2019 4:31 PM

**To:** Amato, John E. (DOT) <John.Amato@dot.state.ma.us>; Baldassaro, Bernard X. (DOT) <Bernard.Baldassaro@dot.state.ma.us>; Ball, Dawn (DOT) <Dawn.Ball@dot.state.ma.us>; Barry, Germaine (DOT) <Germaine.Barry@dot.state.ma.us>; Betts, William (DOT) <William.T.Betts@dot.state.ma.us>; Brandon, Lawrence (DOT) <Lawrence.Brandon@dot.state.ma.us>; Breen, Marie (DOT) <Marie.Breen@dot.state.ma.us>; Brewer, Michael (DOT) <Michael.Brewer@dot.state.ma.us>; Bristol, Susan (DOT) <Susan.Bristol@dot.state.ma.us>; Brooks, James E. (DOT) <James.E.Brooks@dot.state.ma.us>; Brown, Karen A. (DOT) <Karen.A.Brown@dot.state.ma.us>; Cadorette, John (DOT) <John.Cadorette@dot.state.ma.us>; Carter, Annemarie (DOT) <Annemarie.Carter@dot.state.ma.us>; Castro, Nady (DOT) <Nady.K.Castro@dot.state.ma.us>; Champlin, Tom (DOT) <Tom.Champlin@MassMail.State.MA.US>; Chanthaboun, Sye (DOT) <Sye.Chanthaboun@dot.state.ma.us>; Cheney, Dana (DOT) <Dana.Cheney@dot.state.ma.us>; Chetpelly, Naresh (DOT) <Naresh.Chetpelly@dot.state.ma.us>; Chirokas, David (DOT) <David.Chirokas@dot.state.ma.us>; Collaro-Surrette, Cheryl (DOT) <Cheryl.Collaro-Surrette@dot.state.ma.us>; Cousin, Stephen G. (DOT) <Stephen.G.Cousin@dot.state.ma.us>; Cousins, Rosalee (DOT) <Rosalee.Cousins@dot.state.ma.us>; Crochiere, Kenneth J. (DOT) <Kenneth.Crochiere@dot.state.ma.us>; Dinunzio, Rita (DOT) <Rita.Dinunzio@dot.state.ma.us>; Dionne, Robert (DOT) <Robert.Dionne@dot.state.ma.us>; DiOrio, Brian E. (DOT) <Brian.DiOrio@dot.state.ma.us>; DiPaolo, Thomas A. (DOT) <Thomas.DiPaolo@dot.state.ma.us>; DiPietro, Robert S. (DOT) <Robert.DiPietro@dot.state.ma.us>; Duverge, Raquel (DOT) <Raquel.Duverge@dot.state.ma.us>; Eagan, Alida (DOT) <Alida.Eagan@dot.state.ma.us>; Faria, Kevin (DOT) <kevin.faria@dot.state.ma.us>; Fernandes, Miguel (DOT) <Miguel.Fernandes@dot.state.ma.us>; Ferringo, William (DOT) <William.Ferringo@dot.state.ma.us>; Foley, Karyn L. (DOT) <Karyn.Foley@dot.state.ma.us>; Garbaczski, Paul (DOT) <Paul.Garbaczski@dot.state.ma.us>; Giando, Robin R. (DOT) <Robin.Giando@dot.state.ma.us>; Grace, Augusto (DOT) <Augusto.Grace@dot.state.ma.us>; Greene, Joel (DOT) <Joel.Greene@dot.state.ma.us>; Hamel, Roger J. (DOT) <Roger.Hamel@dot.state.ma.us>; Hamwey, Scott (DOT) <Scott.Hamwey@dot.state.ma.us>; Hart,

Lisa (DOT) <Lisa.Hart@dot.state.ma.us>; Hayes, Meredith C. (DOT) <Meredith.C.Hayes@dot.state.ma.us>; Hughes, Carl (DOT) <Carl.M.Hughes@dot.state.ma.us>; Hyland, John (DOT) <John.Hyland@dot.state.ma.us>; Jean-Paul, Lesly (DOT) <Lesly.Jean-Paul@dot.state.ma.us>; Jones, Gail (DOT) <Gail.Jones@dot.state.ma.us>; Kandel, Suman (DOT) <Suman.Kandel@dot.state.ma.us>; Kane, Jennifer (DOT) <Jennifer.Kane@dot.state.ma.us>; Karthigesan, Jothie (DOT) <Jothie.Karthigesan@dot.state.ma.us>; Kelleher, Brian M. (DOT) <Brian.Kelleher@dot.state.ma.us>; Khanna, Rick (DOT) <Rick.Khanna@dot.state.ma.us>; Knapp, David (DOT) <David.Knapp@dot.state.ma.us>; Kofitsas, Kostas M. (DOT) <Kostas.Kofitsas@dot.state.ma.us>; Kolla, Narayana (DOT) <Narayana.Kolla@dot.state.ma.us>; Korsunsky, Julia (DOT) <Julia.Korsunsky@dot.state.ma.us>; Lavallee, Paul (DOT) <Paul.Lavallee@dot.state.ma.us>; Lee, Donna M. (DOT) <Donna.Lee@dot.state.ma.us>; Lopes, Kevin (DOT) <Kevin.Lopes@dot.state.ma.us>; Lotti, Katherine (DOT) <Katherine.Lotti@dot.state.ma.us>; Lozada, John (DOT) <John.Lozada@dot.state.ma.us>; Lyons, Maryellen (DOT) <Maryellen.Lyons@dot.state.ma.us>; Makie, Joan (DOT) <Joan.Makie@dot.state.ma.us>; Martorana, Craig (DOT) <Craig.Martorana@dot.state.ma.us>; McCollem, Steve (DOT) <Steve.McCollem@dot.state.ma.us>; McGonagle, Dan (DOT) <Dan.McGonagle@dot.state.ma.us>; McLaughlin, Steve E. (DOT) <Steve.McLaughlin@dot.state.ma.us>; Mirabella, Steve (DOT) <Steve.Mirabella@dot.state.ma.us>; Moore, William A. (DOT) <William.Moore@dot.state.ma.us>; Navarro, Tom (DOT) <Tom.Navarro@dot.state.ma.us>; Nawrocki, Diane (DOT) <Diane.Nawrocki@dot.state.ma.us>; Nelson, Jim (DOT) <Jim.Nelson@dot.state.ma.us>; Newberry, Jesse (DOT) <Jesse.Newberry@dot.state.ma.us>; Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>; Olorunwunmi, Omotunde (DOT) <Omotunde.Olorunwunmi@dot.state.ma.us>; O'Neil, Karen (DOT) <Karen.ONeil@dot.state.ma.us>; O'Neill, Steven D. (DOT) <Steven.D.ONeill@dot.state.ma.us>; Palavalsa, Kavitha (DOT) <Kavitha.Palavalsa@dot.state.ma.us>; Paluses, Robert (DOT) <Robert.Paluses@dot.state.ma.us>; Perduyn, Karen (DOT) <karen.perduyn@dot.state.ma.us>; Pomakis, Jim (DOT) <Jim.Pomakis@dot.state.ma.us>; Ramirez, Alwin T. (DOT) <Alwin.Ramirez@dot.state.ma.us>; Richard, Jennifer L. (DOT) <Jennifer.Richard@dot.state.ma.us>; Riggins, Jerrell (DOT) <Jerrell.Riggins@dot.state.ma.us>; Rigney, Joseph (DOT) <Joseph.Rigney@dot.state.ma.us>; Rinella, Matthew (DOT) <Matthew.Rinella@dot.state.ma.us>; Robida, James R. (DOT) <James.Robida@dot.state.ma.us>; Roddy, Samantha (DOT) <Samantha.Roddy@dot.state.ma.us>; Rosenberg, Harri (DOT) <harri.rosenberg@dot.state.ma.us>; Sanchez, Miguel (DOT) <Miguel.Sanchez@dot.state.ma.us>; Seavey, T. Chris (DOT) <Chris.T.Seavey@dot.state.ma.us>; Shrader, Justin (DOT) <Justin.Shrader@dot.state.ma.us>; Silbaugh, Owen (DOT) <Owen.Silbaugh@dot.state.ma.us>; Silva, Victor (DOT) <Victor.Silva@dot.state.ma.us>; Silvernail, Paul (DOT) <Paul.R.Silvernail@dot.state.ma.us>; Sims, Andrew (DOT) <Andrew.Sims@dot.state.ma.us>; Slack, Justin (DOT) <Justin.Slack@dot.state.ma.us>; Sobczynski, Gregory (DOT) <Gregory.Sobczynski@dot.state.ma.us>; Soma, Stephen (DOT) <Stephen.Soma@dot.state.ma.us>; Spatafore, Michael (DOT) <Michael.Spatafore@dot.state.ma.us>; Spriggs, Nicole (DOT) <Nicole.Spriggs@dot.state.ma.us>; Stowe, William (DOT) <William.Stowe@dot.state.ma.us>; Kandel, Suman (DOT) <Suman.Kandel@dot.state.ma.us>; Swan, Adam J. (DOT) <Adam.Swan@dot.state.ma.us>; Tagzine, Hichame (DOT) <Hichame.Tagzine@dot.state.ma.us>; Tilley, James (DOT) <James.Tilley@dot.state.ma.us>; Tobias, Maria (DOT) <Maria.Tobias@dot.state.ma.us>; Tomkavage, Nicholas (DOT) <Nicholas.Tomkavage@dot.state.ma.us>; Totakura, Pruthvi Kumar (DOT)

<PruthviKumar.Totakura@dot.state.ma.us>; Treanor, Christopher (DOT)  
<Christopher.Treanor@dot.state.ma.us>; Turner, Virginia (DOT) <Virginia.Turner@dot.state.ma.us>;  
Ummadi, Ramakrishna (DOT) <Ramakrishna.Ummadi@dot.state.ma.us>; Uy, Lorraine (DOT)  
<Lorraine.Uy@dot.state.ma.us>; Valovcin, Darryl (DOT) <Darryl.Valovcin@dot.state.ma.us>; Vaughn,  
Michelle (DOT) <Michelle.Vaughn@dot.state.ma.us>; Warren, Aric (DOT)  
<Aric.Warren@dot.state.ma.us>; Withington, Mark (DOT) <Mark.Withington@dot.state.ma.us>;  
Witt, William (DOT) <William.Witt@dot.state.ma.us>; Yee, Bill (DOT) <Bill.Yee@dot.state.ma.us>;  
Young, Dana (DOT) <Dana.Young@dot.state.ma.us>

**Cc:** Kandel, Suman (DOT) <Suman.Kandel@dot.state.ma.us>; Jean-Paul, Lesly (DOT) <Lesly.Jean-Paul@dot.state.ma.us>; Rosenberg, Harri (DOT) <harri.rosenberg@dot.state.ma.us>; Newberry, Jesse (DOT) <Jesse.Newberry@dot.state.ma.us>; Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>; Witt, William (DOT) <William.Witt@dot.state.ma.us>; Ball, Dawn (DOT) <Dawn.Ball@dot.state.ma.us>; Bedard, David (DOT) <David.Bedard@dot.state.ma.us>; Tilley, James (DOT) <James.Tilley@dot.state.ma.us>; Treanor, Christopher (DOT) <Christopher.Treanor@dot.state.ma.us>

**Subject:** SharePoint 2007 Upgrade to SharePoint Online Phase II

Hello SharePoint Users !

massDOT IT is currently upgrading the current SharePoint 2007 to a Microsoft SharePoint Online O365 environment by the end of June 2019, since the current environment will no longer be supported by Microsoft.

We are trying to minimize the impact to all site owners, Internal and External users with this new upgrade, therefore this migration is part of a three phase approach for this upgrade. The first phase of the project is currently underway with Phase 1 site owners currently in the User Acceptance Testing (UAT) stage.

The next phase of the project is to reach out to the second batch of Site Owners. The Site Owners on this distribution list have been designated for Phase 2 migration of the project.

For Phase 2, we have begun initial copying of the data to SharePoint Online and UAT is set to begin on 5/21/2019.

***There are tasks that must be completed by the site owners prior to UAT testing to ensure there is minimal impact to users. They are:***

1. The first is to make sure there are no documents that have been **“Checked Out”**. If there are, the last saved version will be migrated over and any updates to **“Check Out”** documents will be lost. Please make sure that all **“Checked Out”** documents have been **“Checked In”**.
2. The second is to make sure that any Workflow Instances that are currently **“In process”** status have been completed or stopped.

***NOTE: During the UAT testing, the site owners would need to be available to test and verify that their site is functioning as expected starting on Tuesday, 5/21/2019 through Monday, 5/27/2019***

**. If a primary admin is not available during this time, please provide a secondary admin resource name to contact.**

**During the final Phase 2 migration of SharePoint 2007, the existing sites will only have READ ONLY ACCESS on 5/28/2019. During this time if you require to update any document, please copy/download those documents from SharePoint 2007 to a location (Network/Local Drive) where you can edit them. After the UAT Testing and full migration is complete, users can then upload the documents to their SharePoint Sites.**

In future e-mails we will be reaching out to all site owners and will be following up and providing status of project, URL's for testing and tasks needed to be completed before UAT begins.

Attached are two documents, the first is a site details sheet where you can find information about your site. The second, is a spreadsheet containing **"Checked Out"** documents that need to be **"Checked In"**.

If you have any questions or concerns please do not hesitate to contact Suman Kandel or myself.

Thank you,

Doug

**Doug Leccese**

SR. Business Analyst

E: [Douglas.Leccese@dot.state.ma.us](mailto:Douglas.Leccese@dot.state.ma.us)

P: 1 (857) 368-9807 (office)





**From:** [Lavoie, Sara \(DOT\)](#)  
**To:** [Corson, John](#)  
**Subject:** RE: MA FR Article  
**Date:** Tuesday, May 14, 2019 4:39:45 PM

---

Sara Lavoie  
Director of Enforcement Services

---

From: Corson, John [John.Corson@us.idemia.com]  
Sent: Tuesday, May 14, 2019 3:57 PM  
To: Lavoie, Sara (DOT)  
Subject: FW: MA FR Article

Hi Sara,

Another senator making the similar claims.... Let us know if there is anything you would like us to help with.

Thank you

John CORSON

Client Executive I Sales  
Identity and Security, N.A.

P. (518) 283-5911  
M. (518) 956-0347  
E. john.corson@us.IDEMIA.com<<mailto:john.corson@us.IDEMIA.com>>

296 Concord Rd.  
Billerica, MA 01821

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[OT-MORPHO is now IDEMIA]

From: Gagnon, Jamie <Jamie.Gagnon@us.idemia.com>  
Sent: Tuesday, May 14, 2019 3:06 PM  
To: Corson, John <John.Corson@us.idemia.com>  
Cc: Peter, Brendan <Brendan.Peter@us.idemia.com>  
Subject: MA FR Article

John- See link. This is a separate Bill (1385) than the one I went and spoke to the Legislators about last week (1538). I can go speak with Sen Creem about it, but she is a real ACLU type anti-biometric zealot so I would want RMV to know I was going in and be comfortable with before hand. Maybe pass the article along and see if they want us to be pro active on it?

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Jamie

Jamie Gagnon

Senior Director – State & Federal Government Affairs

P. 978-215-2609  
M. 978-808-2753  
E. [jamie.gagnon@us.idemia.com](mailto:jamie.gagnon@us.idemia.com)<<mailto:jamie.gagnon@us.idemia.com>>

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**From:** [Leccese, Douglas \(DOT\)](#)  
**To:** [Amato, John E. \(DOT\)](#); [Baldassaro, Bernard X. \(DOT\)](#); [Ball, Dawn \(DOT\)](#); [Barry, Germaine \(DOT\)](#); [Betts, William \(DOT\)](#); [Brandon, Lawrence \(DOT\)](#); [Breen, Marie \(DOT\)](#); [Brewer, Michael \(DOT\)](#); [Bristol, Susan \(DOT\)](#); [Brooks, James E. \(DOT\)](#); [Brown, Karen A. \(DOT\)](#); [Cadorette, John \(DOT\)](#); [Carter, Annemarie \(DOT\)](#); [Castro, Nady \(DOT\)](#); [Champlin, Tom \(DOT\)](#); [Chanthaboun, Sye \(DOT\)](#); [Cheney, Dana \(DOT\)](#); [Chetpelly, Naresh \(DOT\)](#); [Chirokas, David \(DOT\)](#); [Collaro-Surrette, Cheryl \(DOT\)](#); [Cousin, Stephen G. \(DOT\)](#); [Cousins, Rosalee \(DOT\)](#); [Crochiere, Kenneth J. \(DOT\)](#); [Dinunzio, Rita \(DOT\)](#); [Dionne, Robert \(DOT\)](#); [DiOrio, Brian E. \(DOT\)](#); [DiPaolo, Thomas A. \(DOT\)](#); [DiPietro, Robert S. \(DOT\)](#); [Duverge, Raquel \(DOT\)](#); [Eagan, Alida \(DOT\)](#); [Faria, Kevin \(DOT\)](#); [Fernandes, Miguel \(DOT\)](#); [Ferringo, William \(DOT\)](#); [Foley, Karyn L. \(DOT\)](#); [Garbaczski, Paul \(DOT\)](#); [Giando, Robin R. \(DOT\)](#); [Grace, Augusto \(DOT\)](#); [Greene, Joel \(DOT\)](#); [Hamel, Roger J. \(DOT\)](#); [Hamwey, Scott \(DOT\)](#); [Hart, Lisa \(DOT\)](#); [Hayes, Meredith C. \(DOT\)](#); [Hughes, Carl \(DOT\)](#); [Hyland, John \(DOT\)](#); [Jean-Paul, Lesly \(DOT\)](#); [Jones, Gail \(DOT\)](#); [Kandel, Suman \(DOT\)](#); [Kane, Jennifer \(DOT\)](#); [Karthigesan, Jothie \(DOT\)](#); [Kelleher, Brian M. \(DOT\)](#); [Khanna, Rick \(DOT\)](#); [Knapp, David \(DOT\)](#); [Kofitsas, Kostas M. \(DOT\)](#); [Kolla, Narayana \(DOT\)](#); [Korsunsky, Julia \(DOT\)](#); [Lavallee, Paul \(DOT\)](#); [Lee, Donna M. \(DOT\)](#); [Lopes, Kevin \(DOT\)](#); [Lotti, Katherine \(DOT\)](#); [Lozada, John \(DOT\)](#); [Lyons, Maryellen \(DOT\)](#); [Makie, Joan \(DOT\)](#); [Martorana, Craig \(DOT\)](#); [McCollem, Steve \(DOT\)](#); [McGonagle, Dan \(DOT\)](#); [McLaughlin, Steve E. \(DOT\)](#); [Mirabella, Steve \(DOT\)](#); [Moore, William A. \(DOT\)](#); [Navarro, Tom \(DOT\)](#); [Nawrocki, Diane \(DOT\)](#); [Nelson, Jim \(DOT\)](#); [Newberry, Jesse \(DOT\)](#); [Newton, Mark \(DOT\)](#); [Olorunwunmi, Omotunde \(DOT\)](#); [O'Neil, Karen \(DOT\)](#); [O'Neill, Steven D. \(DOT\)](#); [Palavalsa, Kavitha \(DOT\)](#); [Paluses, Robert \(DOT\)](#); [Perduyn, Karen \(DOT\)](#); [Pomakis, Jim \(DOT\)](#); [Ramirez, Alwin T. \(DOT\)](#); [Richard, Jennifer L. \(DOT\)](#); [Riggins, Jerrell \(DOT\)](#); [Rigney, Joseph \(DOT\)](#); [Rinella, Matthew \(DOT\)](#); [Robida, James R. \(DOT\)](#); [Roddy, Samantha \(DOT\)](#); [Rosenberg, Harri \(DOT\)](#); [Sanchez, Miguel \(DOT\)](#); [Seavey, T. Chris \(DOT\)](#); [Shrader, Justin \(DOT\)](#); [Silbaugh, Owen \(DOT\)](#); [Silva, Victor \(DOT\)](#); [Silvernail, Paul \(DOT\)](#); [Sims, Andrew \(DOT\)](#); [Slack, Justin \(DOT\)](#); [Sobczynski, Gregory \(DOT\)](#); [Soma, Stephen \(DOT\)](#); [Spatafore, Michael \(DOT\)](#); [Spriggs, Nicole \(DOT\)](#); [Stowe, William \(DOT\)](#); [Kandel, Suman \(DOT\)](#); [Swan, Adam J. \(DOT\)](#); [Tagzine, Hichame \(DOT\)](#); [Tilley, James \(DOT\)](#); [Tobias, Maria \(DOT\)](#); [Tomkavage, Nicholas \(DOT\)](#); [Totakura, Pruthvi Kumar \(DOT\)](#); [Treonor, Christopher \(DOT\)](#); [Turner, Virginia \(DOT\)](#); [Ummadi, Ramakrishna \(DOT\)](#); [Uy, Lorraine \(DOT\)](#); [Valovcin, Darryl \(DOT\)](#); [Vaughn, Michelle \(DOT\)](#); [Warren, Aric \(DOT\)](#); [Withington, Mark \(DOT\)](#); [Witt, William \(DOT\)](#); [Yee, Bill \(DOT\)](#); [Young, Dana \(DOT\)](#)  
**Cc:** [Kandel, Suman \(DOT\)](#); [Jean-Paul, Lesly \(DOT\)](#); [Rosenberg, Harri \(DOT\)](#); [Newberry, Jesse \(DOT\)](#); [Newton, Mark \(DOT\)](#); [Witt, William \(DOT\)](#); [Ball, Dawn \(DOT\)](#); [Bedard, David \(DOT\)](#); [Tilley, James \(DOT\)](#); [Treonor, Christopher \(DOT\)](#)  
**Subject:** SharePoint 2007 Upgrade to SharePoint Online Phase II - Follow-up  
**Date:** Tuesday, May 14, 2019 4:30:59 PM  
**Attachments:** [Checked Out Files Report.xlsx](#)  
[Final Site Details- Batch 2.xlsx](#)

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Hi SharePoint users,

This e-mail is a follow-up to the message we sent out on Wednesday, 5/1/2019.

We have completed the Phase II sites migrating/copying of the production SharePoint 2007 data to SharePoint Online. The attachment contains the site details for Phase II.

The next task on the project is User Acceptance Testing (UAT), which is scheduled from 5/21/2019 – 5/24/2019.

**Site owners are requested to be available during this time to verify that their site's functionality is correct as SharePoint 2007.**

**During the final Phase II migration of SharePoint 2007, the existing sites will only have READ ONLY ACCESS on 5/28/2019. During this time if you require to update any document, please copy/download those documents from SharePoint 2007 to a location (Network/Local Drive) where you can edit them. After the UAT Testing and full migration is complete, users can then upload the documents to their SharePoint Sites.**

Phase II of the migration project encompasses over 350 sites. We are asking all site owners to review the options listed below and let us know which option suits your needs for this phase of the migration. Please e-mail us back with your option so we can plan your option accordingly.

Options:

1. Delete the site with the data if you don't need it anymore or if a copy of the data exists on a Network/Local Drive.
2. Just archive the data if you don't know what is it there. No Testing is required.
3. If you know what is in your site, please test/verify SharePoint 2007 vs SharePoint Online to make sure we have everything in there. This is going to be your final production site.

***NOTE: Please make sure the following items have been taken care before the final migration begins.***

1. Make sure there are no documents that have been ***“Checked Out”***. If there are, the last saved version will be migrated over and any updates to ***“Checked Out”*** document will be lost. Please make sure that all ***“Checked Out”*** documents have been ***“Checked In”***.
  - a. If you have already ***“Checked In”*** your documents, please ignore this task.
2. Any Workflow Instances that are currently ***“In process”*** status have been completed or stopped.
3. Communicate to all of your site users the tasks and timelines outlined in this e-mail for their knowledge.
4. Please let us know the Primary and Secondary person you have identified for verifying your site.

In future communications we will be sending out the new site details including SharePoint Online URLs and a test plan for your SharePoint Online site.

If you have any questions or concerns regarding this process, please do not hesitate to contact Suman Kandel or myself.

Thank you,

Doug

**Doug Leccese**

SR. Business Analyst

E: [Douglas.Leccese@dot.state.ma.us](mailto:Douglas.Leccese@dot.state.ma.us)

P: 1 (857) 368-9807 (office)



---

**From:** Leccese, Douglas (DOT)

**Sent:** Wednesday, May 01, 2019 4:31 PM

**To:** Amato, John E. (DOT) <John.Amato@dot.state.ma.us>; Baldassaro, Bernard X. (DOT) <Bernard.Baldassaro@dot.state.ma.us>; Ball, Dawn (DOT) <Dawn.Ball@dot.state.ma.us>; Barry, Germaine (DOT) <Germaine.Barry@dot.state.ma.us>; Betts, William (DOT) <William.T.Betts@dot.state.ma.us>; Brandon, Lawrence (DOT) <Lawrence.Brandon@dot.state.ma.us>; Breen, Marie (DOT) <Marie.Breen@dot.state.ma.us>; Brewer, Michael (DOT) <Michael.Brewer@dot.state.ma.us>; Bristol, Susan (DOT) <Susan.Bristol@dot.state.ma.us>; Brooks, James E. (DOT) <James.E.Brooks@dot.state.ma.us>; Brown, Karen A. (DOT) <Karen.A.Brown@dot.state.ma.us>; Cadorette, John (DOT) <John.Cadorette@dot.state.ma.us>; Carter, Annemarie (DOT) <Annemarie.Carter@dot.state.ma.us>; Castro, Nady (DOT) <Nady.K.Castro@dot.state.ma.us>; Champlin, Tom (DOT) <Tom.Champlin@MassMail.State.MA.US>; Chanthaboun, Sye (DOT) <Sye.Chanthaboun@dot.state.ma.us>; Cheney, Dana (DOT) <Dana.Cheney@dot.state.ma.us>; Chetpelly, Naresh (DOT) <Naresh.Chetpelly@dot.state.ma.us>; Chirokas, David (DOT) <David.Chirokas@dot.state.ma.us>; Collaro-Surette, Cheryl (DOT) <Cheryl.Collaro-Surette@dot.state.ma.us>; Cousin, Stephen G. (DOT) <Stephen.G.Cousin@dot.state.ma.us>; Cousins, Rosalee (DOT) <Rosalee.Cousins@dot.state.ma.us>; Crochiere, Kenneth J. (DOT) <Kenneth.Crochiere@dot.state.ma.us>; Dinunzio, Rita (DOT) <Rita.Dinunzio@dot.state.ma.us>; Dionne, Robert (DOT) <Robert.Dionne@dot.state.ma.us>; DiOrio, Brian E. (DOT) <Brian.DiOrio@dot.state.ma.us>; DiPaolo, Thomas A. (DOT) <Thomas.DiPaolo@dot.state.ma.us>; DiPietro, Robert S. (DOT) <Robert.DiPietro@dot.state.ma.us>; Duverge, Raquel (DOT) <Raquel.Duverge@dot.state.ma.us>; Eagan, Alida (DOT) <Alida.Eagan@dot.state.ma.us>; Faria, Kevin (DOT) <kevin.faria@dot.state.ma.us>; Fernandes, Miguel (DOT) <Miguel.Fernandes@dot.state.ma.us>; Ferringo, William (DOT) <William.Ferringo@dot.state.ma.us>; Foley, Karyn L. (DOT) <Karyn.Foley@dot.state.ma.us>; Garbaczski, Paul (DOT) <Paul.Garbaczski@dot.state.ma.us>; Giando, Robin R. (DOT) <Robin.Giando@dot.state.ma.us>; Grace, Augusto (DOT) <Augusto.Grace@dot.state.ma.us>; Greene, Joel (DOT) <Joel.Greene@dot.state.ma.us>; Hamel, Roger J. (DOT) <Roger.Hamel@dot.state.ma.us>; Hamwey, Scott (DOT) <Scott.Hamwey@dot.state.ma.us>; Hart, Lisa (DOT) <Lisa.Hart@dot.state.ma.us>; Hayes, Meredith C. (DOT) <Meredith.C.Hayes@dot.state.ma.us>; Hughes, Carl (DOT) <Carl.M.Hughes@dot.state.ma.us>; Hyland, John (DOT) <John.Hyland@dot.state.ma.us>; Jean-Paul, Lesly (DOT) <Lesly.Jean-Paul@dot.state.ma.us>; Jones, Gail (DOT) <Gail.Jones@dot.state.ma.us>; Kandel, Suman (DOT) <Suman.Kandel@dot.state.ma.us>; Kane, Jennifer (DOT) <Jennifer.Kane@dot.state.ma.us>; Karthigesan, Jothie (DOT) <Jothie.Karthigesan@dot.state.ma.us>; Kelleher, Brian M. (DOT) <Brian.Kelleher@dot.state.ma.us>; Khanna, Rick (DOT) <Rick.Khanna@dot.state.ma.us>; Knapp, David (DOT) <David.Knapp@dot.state.ma.us>; Kofitsas, Kostas M. (DOT) <Kostas.Kofitsas@dot.state.ma.us>; Kolla, Narayana (DOT) <Narayana.Kolla@dot.state.ma.us>; Korsunsky, Julia (DOT) <Julia.Korsunsky@dot.state.ma.us>; Lavallee, Paul (DOT) <Paul.Lavallee@dot.state.ma.us>; Lee, Donna M. (DOT) <Donna.Lee@dot.state.ma.us>; Lopes, Kevin (DOT) <Kevin.Lopes@dot.state.ma.us>; Lotti, Katherine (DOT) <Katherine.Lotti@dot.state.ma.us>;

Lozada, John (DOT) <John.Lozada@dot.state.ma.us>; Lyons, Maryellen (DOT)  
<Maryellen.Lyons@dot.state.ma.us>; Makie, Joan (DOT) <Joan.Makie@dot.state.ma.us>;  
Martorana, Craig (DOT) <Craig.Martorana@dot.state.ma.us>; McCollem, Steve (DOT)  
<Steve.McCollem@dot.state.ma.us>; McGonagle, Dan (DOT) <Dan.McGonagle@dot.state.ma.us>;  
McLaughlin, Steve E. (DOT) <Steve.McLaughlin@dot.state.ma.us>; Mirabella, Steve (DOT)  
<Steve.Mirabella@dot.state.ma.us>; Moore, William A. (DOT) <William.Moore@dot.state.ma.us>;  
Navarro, Tom (DOT) <Tom.Navarro@dot.state.ma.us>; Nawrocki, Diane (DOT)  
<Diane.Nawrocki@dot.state.ma.us>; Nelson, Jim (DOT) <Jim.Nelson@dot.state.ma.us>; Newberry,  
Jesse (DOT) <Jesse.Newberry@dot.state.ma.us>; Newton, Mark (DOT)  
<Mark.Newton@dot.state.ma.us>; Olorunwunmi, Omotunde (DOT)  
<Omotunde.Olorunwunmi@dot.state.ma.us>; O'Neil, Karen (DOT) <Karen.ONeil@dot.state.ma.us>;  
O'Neill, Steven D. (DOT) <Steven.D.ONeill@dot.state.ma.us>; Palavalsa, Kavitha (DOT)  
<Kavitha.Palavalsa@dot.state.ma.us>; Paluses, Robert (DOT) <Robert.Paluses@dot.state.ma.us>;  
Perduyn, Karen (DOT) <karen.perduyn@dot.state.ma.us>; Pomakis, Jim (DOT)  
<Jim.Pomakis@dot.state.ma.us>; Ramirez, Alwin T. (DOT) <Alwin.Ramirez@dot.state.ma.us>;  
Richard, Jennifer L. (DOT) <Jennifer.Richard@dot.state.ma.us>; Riggins, Jerrell (DOT)  
<Jerrell.Riggins@dot.state.ma.us>; Rigney, Joseph (DOT) <Joseph.Rigney@dot.state.ma.us>; Rinella,  
Matthew (DOT) <Matthew.Rinella@dot.state.ma.us>; Robida, James R. (DOT)  
<James.Robida@dot.state.ma.us>; Roddy, Samantha (DOT) <Samantha.Roddy@dot.state.ma.us>;  
Rosenberg, Harri (DOT) <harri.rosenberg@dot.state.ma.us>; Sanchez, Miguel (DOT)  
<Miguel.Sanchez@dot.state.ma.us>; Seavey, T. Chris (DOT) <Chris.T.Seavey@dot.state.ma.us>;  
Shrader, Justin (DOT) <Justin.Shrader@dot.state.ma.us>; Silbaugh, Owen (DOT)  
<Owen.Silbaugh@dot.state.ma.us>; Silva, Victor (DOT) <Victor.Silva@dot.state.ma.us>; Silvernail,  
Paul (DOT) <Paul.R.Silvernail@dot.state.ma.us>; Sims, Andrew (DOT)  
<Andrew.Sims@dot.state.ma.us>; Slack, Justin (DOT) <Justin.Slack@dot.state.ma.us>; Sobczynski,  
Gregory (DOT) <Gregory.Sobczynski@dot.state.ma.us>; Soma, Stephen (DOT)  
<Stephen.Soma@dot.state.ma.us>; Spatafore, Michael (DOT)  
<Michael.Spatafore@dot.state.ma.us>; Spriggs, Nicole (DOT) <Nicole.Spriggs@dot.state.ma.us>;  
Stowe, William (DOT) <William.Stowe@dot.state.ma.us>; Kandel, Suman (DOT)  
<Suman.Kandel@dot.state.ma.us>; Swan, Adam J. (DOT) <Adam.Swan@dot.state.ma.us>; Tagzine,  
Hichame (DOT) <Hichame.Tagzine@dot.state.ma.us>; Tilley, James (DOT)  
<James.Tilley@dot.state.ma.us>; Tobias, Maria (DOT) <Maria.Tobias@dot.state.ma.us>; Tomkavage,  
Nicholas (DOT) <Nicholas.Tomkavage@dot.state.ma.us>; Totakura, Pruthvi Kumar (DOT)  
<PruthviKumar.Totakura@dot.state.ma.us>; Treanor, Christopher (DOT)  
<Christopher.Treanor@dot.state.ma.us>; Turner, Virginia (DOT) <Virginia.Turner@dot.state.ma.us>;  
Ummadi, Ramakrishna (DOT) <Ramakrishna.Ummadi@dot.state.ma.us>; Uy, Lorraine (DOT)  
<Lorraine.Uy@dot.state.ma.us>; Valovcin, Darryl (DOT) <Darryl.Valovcin@dot.state.ma.us>; Vaughn,  
Michelle (DOT) <Michelle.Vaughn@dot.state.ma.us>; Warren, Aric (DOT)  
<Aric.Warren@dot.state.ma.us>; Withington, Mark (DOT) <Mark.Withington@dot.state.ma.us>;  
Witt, William (DOT) <William.Witt@dot.state.ma.us>; Yee, Bill (DOT) <Bill.Yee@dot.state.ma.us>;  
Young, Dana (DOT) <Dana.Young@dot.state.ma.us>  
**Cc:** Kandel, Suman (DOT) <Suman.Kandel@dot.state.ma.us>; Jean-Paul, Lesly (DOT) <Lesly.Jean-  
Paul@dot.state.ma.us>; Rosenberg, Harri (DOT) <harri.rosenberg@dot.state.ma.us>; Newberry,  
Jesse (DOT) <Jesse.Newberry@dot.state.ma.us>; Newton, Mark (DOT)  
<Mark.Newton@dot.state.ma.us>; Witt, William (DOT) <William.Witt@dot.state.ma.us>; Ball, Dawn

(DOT) <Dawn.Ball@dot.state.ma.us>; Bedard, David (DOT) <David.Bedard@dot.state.ma.us>; Tilley, James (DOT) <James.Tilley@dot.state.ma.us>; Treanor, Christopher (DOT) <Christopher.Treanor@dot.state.ma.us>

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Thank you,

Doug

**Doug Leccese**

SR. Business Analyst

E: [Douglas.Leccese@dot.state.ma.us](mailto:Douglas.Leccese@dot.state.ma.us)

P: 1 (857) 368-9807 (office)



**From:** [Baldassaro, Bernard X. \(DOT\)](#)  
**To:** [Sullivan, Paul K. \(DOT\)](#)  
**Subject:** RE: timesheet  
**Date:** Tuesday, May 14, 2019 3:15:05 PM

---

Not a problem. I need to approve timesheets by 12 noon on Friday.

Take care,  
-Bernie

---

**From:** Sullivan, Paul K. (DOT)  
**Sent:** Tuesday, May 14, 2019 3:01 PM  
**To:** Baldassaro, Bernard X. (DOT)  
**Subject:** timesheet

Hi Bernie,  
I was going to wait until Thursday night or early Friday morning to do my timesheet if that's ok.  
Paul

---

**From:** Baldassaro, Bernard X. (DOT)  
**Sent:** Tuesday, May 14, 2019 9:15 AM  
**To:** Sullivan, Paul K. (DOT)  
**Subject:** RE: Tuesday

Hi Paul,

You are approved to work until 3:30 pm to make up the time for this morning.

Thank You,  
-Bernie

---

**From:** Sullivan, Paul K. (DOT)  
**Sent:** Tuesday, May 14, 2019 9:09 AM  
**To:** Baldassaro, Bernard X. (DOT)  
**Subject:** Tuesday

Hi Bernie,  
My I work until 330 today? I have a [REDACTED] and I did use some time this morning.  
Thank you,  
Paul

---

**From:** Baldassaro, Bernard X. (DOT)  
**Sent:** Monday, May 13, 2019 11:27 AM  
**To:** Vieau, John L. (DOT); Klejna, Joseph A. (DOT); Flanagan, Joseph E. (DOT); Fekete, Elizabeth (DOT); Padilla, Alba (DOT); Maher, Ryan (DOT); Sullivan, Paul K. (DOT); O'Neill, Barbara M. (DOT); Hadley, Kimberly (DOT); Yates, Carolyn (DOT); Flanagan, Jenny (DOT); Griffin, William F. (DOT); Phelan, John V. (DOT)  
**Subject:** Microsoft Surface Pro Tablets

Good Morning Appraisal Section,

We have been offered the ability to have Microsoft Surface Pro tablets issued to members of our section who wish to have one. It includes a Bluetooth mouse, stylus pen, keyboard, and an Otter Box case. It also comes with a Verizon air card installed, so connectivity issues are virtually non-existent.

Really cool tablet; you can log in with facial recognition, a pin number, or a password. In my opinion this is a “must have” as it can provide access to our files from virtually anywhere while in the field!

Let me know if you’re interested by Friday, May 17<sup>th</sup> and I will be submitting the requisitions by the beginning of the following week.

Thank You,

-Bernie

**Bernard X. Baldassaro**

**Appraisal Administrator**

*MassDOT - Highway Division*

**Right of Way Bureau**

**10 Park Plaza, Room 6160**

**Boston, MA 02116**

**(857) 368-9206 - Office**

**(617) 217-8632 - Cell**

email - [Bernard.Baldassaro@dot.state.ma.us](mailto:Bernard.Baldassaro@dot.state.ma.us)

**From:** [Sullivan, Paul K. \(DOT\)](#)  
**To:** [Baldassaro, Bernard X. \(DOT\)](#)  
**Subject:** timesheet  
**Date:** Tuesday, May 14, 2019 3:02:00 PM

---

Hi Bernie,

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Paul

---

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**To:** Sullivan, Paul K. (DOT)  
**Subject:** RE: Tuesday

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**To:** Baldassaro, Bernard X. (DOT)  
**Subject:** Tuesday

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**To:** Vieau, John L. (DOT); Klejna, Joseph A. (DOT); Flanagan, Joseph E. (DOT); Fekete, Elizabeth (DOT); Padilla, Alba (DOT); Maher, Ryan (DOT); Sullivan, Paul K. (DOT); O'Neill, Barbara M. (DOT); Hadley, Kimberly (DOT); Yates, Carolyn (DOT); Flanagan, Jenny (DOT); Griffin, William F. (DOT); Phelan, John V. (DOT)  
**Subject:** Microsoft Surface Pro Tablets

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-Bernie

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*MassDOT - Highway Division*

**Right of Way Bureau**

**10 Park Plaza, Room 6160**

**Boston, MA 02116**

**(857) 368-9206 - Office**

**(617) 217-8632 - Cell**

email - [Bernard.Baldassaro@dot.state.ma.us](mailto:Bernard.Baldassaro@dot.state.ma.us)

**From:** [REDACTED] (POL)  
**To:** [Boyle, Christopher \(POL\)](#)  
**Cc:** [REDACTED] (POL)  
**Subject:** Framingham Police - Photo From Facial Rec Request  
**Date:** Tuesday, May 14, 2019 2:51:43 PM  
**Attachments:** [Framingham Request \[REDACTED\].jpg](#)  
[REDACTED].pdf

---

Sergeant Boyle,

[REDACTED]

Respectfully,

[REDACTED]

[REDACTED]

**From:** [Marquis, Pamela C. \(DOT\)](#)  
**To:** [Walsh, Linda M. \(DOT\)](#); [Axtell, Karen J. \(DOT\)](#); [Doherty, Gerard \(DOT\)](#); [Sheehan, Craig G. \(DOT\)](#)  
**Subject:** SP chages  
**Date:** Tuesday, May 14, 2019 2:51:04 PM  
**Attachments:** [FW O365 FY19 SharePoint Online Migration project - TAG Presentation.msg](#)  
[FW SharePoint 2007 Upgrade to SharePoint Online Phase II.msg](#)

---

Hi, I'm not sure if any of you received this email about SP migration, but I had not. I would suggest copying any file which you need to certify for FFY19 and first quarter 20 to your desktop.

**From:** [Marquis, Pamela C. \(DOT\)](#)  
**To:** [DeLeire, John \(DOT\)](#); [Lynch, Walter H. \(DOT\)](#); [Stowe, William \(DOT\)](#)  
**Subject:** FW: SharePoint 2007 Upgrade to SharePoint Online Phase II  
**Date:** Tuesday, May 14, 2019 2:33:26 PM  
**Attachments:** [Checked Out Files Report.xlsx](#)  
[Final Site Details- Batch 2.xlsx](#)

---

Good afternoon,

Have you received this list? Robin had it sent to her, I noticed that both Community Compliance and ROW have some items that are checked out.

Pamela Marquis  
**MassDOT - Highway Division**  
Right of Way Compliance Administrator  
10 Park Plaza - Room 6160  
Boston, Massachusetts 02116  
508-929-3793  
617-821-3265

---

**From:** Giando, Robin R. (DOT)  
**Sent:** Tuesday, May 14, 2019 2:29 PM  
**To:** Marquis, Pamela C. (DOT); Shiver, Shirley (DOT)  
**Subject:** FW: SharePoint 2007 Upgrade to SharePoint Online Phase II

---

**From:** Leccese, Douglas (DOT)  
**Sent:** Wednesday, May 01, 2019 4:31 PM  
**To:** Amato, John E. (DOT); Baldassaro, Bernard X. (DOT); Ball, Dawn (DOT); Barry, Germaine (DOT); Betts, William (DOT); Brandon, Lawrence (DOT); Breen, Marie (DOT); Brewer, Michael (DOT); Bristol, Susan (DOT); Brooks, James E. (DOT); Brown, Karen A. (DOT); Cadorette, John (DOT); Carter, Annemarie (DOT); Castro, Nady (DOT); Champlin, Tom (DOT); Chanthaboun, Sye (DOT); Cheney, Dana (DOT); Chetpelly, Naresh (DOT); Chirokas, David (DOT); Collaro-Surette, Cheryl (DOT); Cousin, Stephen G. (DOT); Cousins, Rosalee (DOT); Crochiere, Kenneth J. (DOT); Dinunzio, Rita (DOT); Dionne, Robert (DOT); DiOrio, Brian E. (DOT); DiPaolo, Thomas A. (DOT); DiPietro, Robert S. (DOT); Duverge, Raquel (DOT); Eagan, Alida (DOT); Faria, Kevin (DOT); Fernandes, Miguel (DOT); Ferringo, William (DOT); Foley, Karyn L. (DOT); Garbaczski, Paul (DOT); Giando, Robin R. (DOT); Grace, Augusto (DOT); Greene, Joel (DOT); Hamel, Roger J. (DOT); Hamwey, Scott (DOT); Hart, Lisa (DOT); Hayes, Meredith C. (DOT); Hughes, Carl (DOT); Hyland, John (DOT); Jean-Paul, Lesly (DOT); Jones, Gail (DOT); Kandel, Suman (DOT); Kane, Jennifer (DOT); Karthigesan, Jothie (DOT); Kelleher, Brian M. (DOT); Khanna, Rick (DOT); Knapp, David (DOT); Kofitsas, Kostas M. (DOT); Kolla, Narayana (DOT); Korsunsky, Julia (DOT); Lavallee, Paul (DOT); Lee, Donna M. (DOT); Lopes, Kevin (DOT); Lotti, Katherine (DOT); Lozada, John (DOT); Lyons, Maryellen (DOT); Makie, Joan (DOT); Martorana, Craig (DOT); McCollem, Steve (DOT); McGonagle, Dan (DOT); McLaughlin, Steve E. (DOT); Mirabella, Steve (DOT); Moore, William A. (DOT); Navarro, Tom (DOT); Nawrocki, Diane (DOT); Nelson, Jim (DOT); Newberry, Jesse (DOT); Newton, Mark (DOT); Olorunwunmi, Omotunde (DOT); O'Neil, Karen (DOT); O'Neill, Steven D. (DOT); Palavalsa, Kavitha (DOT); Paluses, Robert (DOT); Perduyn, Karen (DOT); Pomakis, Jim (DOT); Ramirez, Alwin T. (DOT); Richard, Jennifer L. (DOT); Riggins, Jerrell (DOT); Rigney, Joseph (DOT); Rinella, Matthew (DOT); Robida, James R. (DOT); Roddy, Samantha (DOT); Rosenberg, Harri (DOT); Sanchez, Miguel (DOT); Seavey, T. Chris (DOT); Shrader, Justin (DOT); Silbaugh, Owen (DOT); Silva, Victor (DOT); Silvernail, Paul (DOT); Sims, Andrew (DOT); Slack, Justin (DOT); Sobczynski, Gregory (DOT); Soma, Stephen (DOT); Spatafore, Michael (DOT); Spriggs, Nicole (DOT); Stowe, William (DOT); Kandel, Suman (DOT); Swan, Adam J. (DOT); Tagzine, Hichame (DOT); Tilley, James (DOT); Tobias, Maria (DOT); Tomkavage, Nicholas (DOT); Totakura, Pruthvi Kumar (DOT); Treanor, Christopher (DOT); Turner,



Virginia (DOT); Ummadi, Ramakrishna (DOT); Uy, Lorraine (DOT); Valovcin, Darryl (DOT); Vaughn, Michelle (DOT); Warren, Aric (DOT); Withington, Mark (DOT); Witt, William (DOT); Yee, Bill (DOT); Young, Dana (DOT)

**Cc:** Kandel, Suman (DOT); Jean-Paul, Lesly (DOT); Rosenberg, Harri (DOT); Newberry, Jesse (DOT); Newton, Mark (DOT); Witt, William (DOT); Ball, Dawn (DOT); Bedard, David (DOT); Tilley, James (DOT); Treanor, Christopher (DOT)

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P: 1 (857) 368-9807 (office)



**From:** [McGrath, Michael A \(Construction\) \(DOT\)](#)  
**To:** [Breen, Marie \(DOT\)](#)  
**Cc:** [Gulliver, Jonathan L. \(DOT\)](#); [Betts, William \(DOT\)](#)  
**Subject:** FW: I-90 Sharepoint site  
**Date:** Tuesday, May 14, 2019 2:14:52 PM  
**Attachments:** [Copy of Final Site Details- Batch 2.xlsx](#)

---

Marie

We still have all of the data we collected from the I-90 Tunnel Remediation project on a SharePoint site. Since it has been more than 7 years since the work was completed is there any reason we still need to maintain this information?

Mike

---

**From:** Betts, William (DOT) <William.T.Betts@dot.state.ma.us>  
**Sent:** Tuesday, May 14, 2019 1:10 PM  
**To:** McGrath, Michael A (Construction) (DOT) <Michael.A.McGrath@dot.state.ma.us>  
**Cc:** Rose, Marie J. (DOT) <Marie.Rose@dot.state.ma.us>  
**Subject:** I-90 Sharepoint site

Hi Mike,

IT is upgrading the Sharepoint sites. I am still listed as the Administrator of the Sharepoint site for the I-90 Tunnel Remediation project (see attached).

IT says:

1. We can delete the site with the data if you don't need it anymore.
2. They can just move the data without testing. This is on the archive portal.
3. If you think we might need the data in the future, they ask us to verify that all of the data is in the new SharePoint once they move it.

Please let me know what you would like to do and if you have someone else in mind to be Administrator. I haven't looked at the site in 7+ years.

**Bill Betts**  
Highway Division Project Management Office  
MassDOT, 10 Park Plaza  
Office (857) 368-9142

---

**From:** Leccese, Douglas (DOT)  
**Sent:** Wednesday, May 01, 2019 4:31 PM  
**To:** Amato, John E. (DOT) <[John.Amato@dot.state.ma.us](mailto:John.Amato@dot.state.ma.us)>; Baldassaro, Bernard X. (DOT) <[Bernard.Baldassaro@dot.state.ma.us](mailto:Bernard.Baldassaro@dot.state.ma.us)>; Ball, Dawn (DOT) <[Dawn.Ball@dot.state.ma.us](mailto:Dawn.Ball@dot.state.ma.us)>; Barry, Germaine (DOT) <[Germaine.Barry@dot.state.ma.us](mailto:Germaine.Barry@dot.state.ma.us)>; Betts, William (DOT) <[William.T.Betts@dot.state.ma.us](mailto:William.T.Betts@dot.state.ma.us)>; Brandon, Lawrence (DOT) <[Lawrence.Brandon@dot.state.ma.us](mailto:Lawrence.Brandon@dot.state.ma.us)>; Breen, Marie (DOT) <[Marie.Breen@dot.state.ma.us](mailto:Marie.Breen@dot.state.ma.us)>; Brewer, Michael (DOT) <[Michael.Brewer@dot.state.ma.us](mailto:Michael.Brewer@dot.state.ma.us)>; Bristol, Susan (DOT)

<[Susan.Bristol@dot.state.ma.us](mailto:Susan.Bristol@dot.state.ma.us)>; Brooks, James E. (DOT) <[James.E.Brooks@dot.state.ma.us](mailto:James.E.Brooks@dot.state.ma.us)>; Brown, Karen A. (DOT) <[Karen.A.Brown@dot.state.ma.us](mailto:Karen.A.Brown@dot.state.ma.us)>; Cadorette, John (DOT) <[John.Cadorette@dot.state.ma.us](mailto:John.Cadorette@dot.state.ma.us)>; Carter, Annemarie (DOT) <[Annemarie.Carter@dot.state.ma.us](mailto:Annemarie.Carter@dot.state.ma.us)>; Castro, Nady (DOT) <[Nady.K.Castro@dot.state.ma.us](mailto:Nady.K.Castro@dot.state.ma.us)>; Champlin, Tom (DOT) <[Tom.Champlin@MassMail.State.MA.US](mailto:Tom.Champlin@MassMail.State.MA.US)>; Chanthaboun, Sye (DOT) <[Sye.Chanthaboun@dot.state.ma.us](mailto:Sye.Chanthaboun@dot.state.ma.us)>; Cheney, Dana (DOT) <[Dana.Cheney@dot.state.ma.us](mailto:Dana.Cheney@dot.state.ma.us)>; Chetpelly, Naresh (DOT) <[Naresh.Chetpelly@dot.state.ma.us](mailto:Naresh.Chetpelly@dot.state.ma.us)>; Chirokas, David (DOT) <[David.Chirokas@dot.state.ma.us](mailto:David.Chirokas@dot.state.ma.us)>; Collaro-Surette, Cheryl (DOT) <[Cheryl.Collaro-Surette@dot.state.ma.us](mailto:Cheryl.Collaro-Surette@dot.state.ma.us)>; Cousin, Stephen G. (DOT) <[Stephen.G.Cousin@dot.state.ma.us](mailto:Stephen.G.Cousin@dot.state.ma.us)>; Cousins, Rosalee (DOT) <[Rosalee.Cousins@dot.state.ma.us](mailto:Rosalee.Cousins@dot.state.ma.us)>; Crochiere, Kenneth J. (DOT) <[Kenneth.Crochiere@dot.state.ma.us](mailto:Kenneth.Crochiere@dot.state.ma.us)>; Dinunzio, Rita (DOT) <[Rita.Dinunzio@dot.state.ma.us](mailto:Rita.Dinunzio@dot.state.ma.us)>; Dionne, Robert (DOT) <[Robert.Dionne@dot.state.ma.us](mailto:Robert.Dionne@dot.state.ma.us)>; DiOrio, Brian E. (DOT) <[Brian.DiOrio@dot.state.ma.us](mailto:Brian.DiOrio@dot.state.ma.us)>; DiPaolo, Thomas A. (DOT) <[Thomas.DiPaolo@dot.state.ma.us](mailto:Thomas.DiPaolo@dot.state.ma.us)>; DiPietro, Robert S. (DOT) <[Robert.DiPietro@dot.state.ma.us](mailto:Robert.DiPietro@dot.state.ma.us)>; Duverge, Raquel (DOT) <[Raquel.Duverge@dot.state.ma.us](mailto:Raquel.Duverge@dot.state.ma.us)>; Eagan, Alida (DOT) <[Alida.Eagan@dot.state.ma.us](mailto:Alida.Eagan@dot.state.ma.us)>; Faria, Kevin (DOT) <[Kevin.Faria@dot.state.ma.us](mailto:Kevin.Faria@dot.state.ma.us)>; Fernandes, Miguel (DOT) <[Miguel.Fernandes@dot.state.ma.us](mailto:Miguel.Fernandes@dot.state.ma.us)>; Ferringo, William (DOT) <[William.Ferringo@dot.state.ma.us](mailto:William.Ferringo@dot.state.ma.us)>; Foley, Karyn L. (DOT) <[Karyn.Foley@dot.state.ma.us](mailto:Karyn.Foley@dot.state.ma.us)>; Garbaczski, Paul (DOT) <[Paul.Garbaczski@dot.state.ma.us](mailto:Paul.Garbaczski@dot.state.ma.us)>; Giando, Robin R. (DOT) <[Robin.Giando@dot.state.ma.us](mailto:Robin.Giando@dot.state.ma.us)>; Grace, Augusto (DOT) <[Augusto.Grace@dot.state.ma.us](mailto:Augusto.Grace@dot.state.ma.us)>; Greene, Joel (DOT) <[Joel.Greene@dot.state.ma.us](mailto:Joel.Greene@dot.state.ma.us)>; Hamel, Roger J. (DOT) <[Roger.Hamel@dot.state.ma.us](mailto:Roger.Hamel@dot.state.ma.us)>; Hamwey, Scott (DOT) <[Scott.Hamwey@dot.state.ma.us](mailto:Scott.Hamwey@dot.state.ma.us)>; Hart, Lisa (DOT) <[Lisa.Hart@dot.state.ma.us](mailto:Lisa.Hart@dot.state.ma.us)>; Hayes, Meredith C. (DOT) <[Meredith.C.Hayes@dot.state.ma.us](mailto:Meredith.C.Hayes@dot.state.ma.us)>; Hughes, Carl (DOT) <[Carl.M.Hughes@dot.state.ma.us](mailto:Carl.M.Hughes@dot.state.ma.us)>; Hyland, John (DOT) <[John.Hyland@dot.state.ma.us](mailto:John.Hyland@dot.state.ma.us)>; Jean-Paul, Lesly (DOT) <[Lesly.Jean-Paul@dot.state.ma.us](mailto:Lesly.Jean-Paul@dot.state.ma.us)>; Jones, Gail (DOT) <[Gail.Jones@dot.state.ma.us](mailto:Gail.Jones@dot.state.ma.us)>; Kandel, Suman (DOT) <[Suman.Kandel@dot.state.ma.us](mailto:Suman.Kandel@dot.state.ma.us)>; Kane, Jennifer (DOT) <[Jennifer.Kane@dot.state.ma.us](mailto:Jennifer.Kane@dot.state.ma.us)>; Karthigesan, Jothie (DOT) <[Jothie.Karthigesan@dot.state.ma.us](mailto:Jothie.Karthigesan@dot.state.ma.us)>; Kelleher, Brian M. (DOT) <[Brian.Kelleher@dot.state.ma.us](mailto:Brian.Kelleher@dot.state.ma.us)>; Khanna, Rick (DOT) <[Rick.Khanna@dot.state.ma.us](mailto:Rick.Khanna@dot.state.ma.us)>; Knapp, David (DOT) <[David.Knapp@dot.state.ma.us](mailto:David.Knapp@dot.state.ma.us)>; Kofitsas, Kostas M. (DOT) <[Kostas.Kofitsas@dot.state.ma.us](mailto:Kostas.Kofitsas@dot.state.ma.us)>; Kolla, Narayana (DOT) <[Narayana.Kolla@dot.state.ma.us](mailto:Narayana.Kolla@dot.state.ma.us)>; Korsunsky, Julia (DOT) <[Julia.Korsunsky@dot.state.ma.us](mailto:Julia.Korsunsky@dot.state.ma.us)>; Lavallee, Paul (DOT) <[Paul.Lavallee@dot.state.ma.us](mailto:Paul.Lavallee@dot.state.ma.us)>; Lee, Donna M. (DOT) <[Donna.Lee@dot.state.ma.us](mailto:Donna.Lee@dot.state.ma.us)>; Lopes, Kevin (DOT) <[Kevin.Lopes@dot.state.ma.us](mailto:Kevin.Lopes@dot.state.ma.us)>; Lotti, Katherine (DOT) <[Katherine.Lotti@dot.state.ma.us](mailto:Katherine.Lotti@dot.state.ma.us)>; Lozada, John (DOT) <[John.Lozada@dot.state.ma.us](mailto:John.Lozada@dot.state.ma.us)>; Lyons, Maryellen (DOT) <[Maryellen.Lyons@dot.state.ma.us](mailto:Maryellen.Lyons@dot.state.ma.us)>; Makie, Joan (DOT) <[Joan.Makie@dot.state.ma.us](mailto:Joan.Makie@dot.state.ma.us)>; Martorana, Craig (DOT) <[Craig.Martorana@dot.state.ma.us](mailto:Craig.Martorana@dot.state.ma.us)>; McCollem, Steve (DOT) <[Steve.McCollem@dot.state.ma.us](mailto:Steve.McCollem@dot.state.ma.us)>; McGonagle, Dan (DOT) <[Dan.McGonagle@dot.state.ma.us](mailto:Dan.McGonagle@dot.state.ma.us)>; McLaughlin, Steve E. (DOT) <[Steve.McLaughlin@dot.state.ma.us](mailto:Steve.McLaughlin@dot.state.ma.us)>; Mirabella, Steve (DOT) <[Steve.Mirabella@dot.state.ma.us](mailto:Steve.Mirabella@dot.state.ma.us)>; Moore, William A. (DOT) <[William.Moore@dot.state.ma.us](mailto:William.Moore@dot.state.ma.us)>; Navarro, Tom (DOT) <[Tom.Navarro@dot.state.ma.us](mailto:Tom.Navarro@dot.state.ma.us)>; Nawrocki, Diane (DOT) <[Diane.Nawrocki@dot.state.ma.us](mailto:Diane.Nawrocki@dot.state.ma.us)>; Nelson, Jim (DOT) <[Jim.Nelson@dot.state.ma.us](mailto:Jim.Nelson@dot.state.ma.us)>; Newberry, Jesse (DOT) <[Jesse.Newberry@dot.state.ma.us](mailto:Jesse.Newberry@dot.state.ma.us)>; Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)>; Olorunwunmi, Omotunde (DOT) <[Omotunde.Olorunwunmi@dot.state.ma.us](mailto:Omotunde.Olorunwunmi@dot.state.ma.us)>; O'Neil, Karen (DOT) <[Karen.ONeil@dot.state.ma.us](mailto:Karen.ONeil@dot.state.ma.us)>;

O'Neill, Steven D. (DOT) <[Steven.D.ONeill@dot.state.ma.us](mailto:Steven.D.ONeill@dot.state.ma.us)>; Palavalsa, Kavitha (DOT) <[Kavitha.Palavalsa@dot.state.ma.us](mailto:Kavitha.Palavalsa@dot.state.ma.us)>; Paluses, Robert (DOT) <[Robert.Paluses@dot.state.ma.us](mailto:Robert.Paluses@dot.state.ma.us)>; Perduyn, Karen (DOT) <[Karen.Perduyn@dot.state.ma.us](mailto:Karen.Perduyn@dot.state.ma.us)>; Pomakis, Jim (DOT) <[Jim.Pomakis@dot.state.ma.us](mailto:Jim.Pomakis@dot.state.ma.us)>; Ramirez, Alwin T. (DOT) <[Alwin.Ramirez@dot.state.ma.us](mailto:Alwin.Ramirez@dot.state.ma.us)>; Richard, Jennifer L. (DOT) <[Jennifer.Richard@dot.state.ma.us](mailto:Jennifer.Richard@dot.state.ma.us)>; Riggins, Jerrell (DOT) <[Jerrell.Riggins@dot.state.ma.us](mailto:Jerrell.Riggins@dot.state.ma.us)>; Rigney, Joseph (DOT) <[Joseph.Rigney@dot.state.ma.us](mailto:Joseph.Rigney@dot.state.ma.us)>; Rinella, Matthew (DOT) <[Matthew.Rinella@dot.state.ma.us](mailto:Matthew.Rinella@dot.state.ma.us)>; Robida, James R. (DOT) <[James.Robida@dot.state.ma.us](mailto:James.Robida@dot.state.ma.us)>; Roddy, Samantha (DOT) <[Samantha.Roddy@dot.state.ma.us](mailto:Samantha.Roddy@dot.state.ma.us)>; Rosenberg, Harri (DOT) <[harri.rosenberg@dot.state.ma.us](mailto:harri.rosenberg@dot.state.ma.us)>; Sanchez, Miguel (DOT) <[Miguel.Sanchez@dot.state.ma.us](mailto:Miguel.Sanchez@dot.state.ma.us)>; Seavey, T. Chris (DOT) <[Chris.T.Seavey@dot.state.ma.us](mailto:Chris.T.Seavey@dot.state.ma.us)>; Shrader, Justin (DOT) <[Justin.Shrader@dot.state.ma.us](mailto:Justin.Shrader@dot.state.ma.us)>; Silbaugh, Owen (DOT) <[Owen.Silbaugh@dot.state.ma.us](mailto:Owen.Silbaugh@dot.state.ma.us)>; Silva, Victor (DOT) <[Victor.Silva@dot.state.ma.us](mailto:Victor.Silva@dot.state.ma.us)>; Silvernail, Paul (DOT) <[Paul.R.Silvernail@dot.state.ma.us](mailto:Paul.R.Silvernail@dot.state.ma.us)>; Sims, Andrew (DOT) <[Andrew.Sims@dot.state.ma.us](mailto:Andrew.Sims@dot.state.ma.us)>; Slack, Justin (DOT) <[Justin.Slack@dot.state.ma.us](mailto:Justin.Slack@dot.state.ma.us)>; Sobczynski, Gregory (DOT) <[Gregory.Sobczynski@dot.state.ma.us](mailto:Gregory.Sobczynski@dot.state.ma.us)>; Soma, Stephen (DOT) <[Stephen.Soma@dot.state.ma.us](mailto:Stephen.Soma@dot.state.ma.us)>; Spatafore, Michael (DOT) <[Michael.Spatafore@dot.state.ma.us](mailto:Michael.Spatafore@dot.state.ma.us)>; Spriggs, Nicole (DOT) <[Nicole.Spriggs@dot.state.ma.us](mailto:Nicole.Spriggs@dot.state.ma.us)>; Stowe, William (DOT) <[William.Stowe@dot.state.ma.us](mailto:William.Stowe@dot.state.ma.us)>; Kandel, Suman (DOT) <[Suman.Kandel@dot.state.ma.us](mailto:Suman.Kandel@dot.state.ma.us)>; Swan, Adam J. (DOT) <[Adam.Swan@dot.state.ma.us](mailto:Adam.Swan@dot.state.ma.us)>; Tagzine, Hichame (DOT) <[Hichame.Tagzine@dot.state.ma.us](mailto:Hichame.Tagzine@dot.state.ma.us)>; Tilley, James (DOT) <[James.Tilley@dot.state.ma.us](mailto:James.Tilley@dot.state.ma.us)>; Tobias, Maria (DOT) <[Maria.Tobias@dot.state.ma.us](mailto:Maria.Tobias@dot.state.ma.us)>; Tomkavage, Nicholas (DOT) <[Nicholas.Tomkavage@dot.state.ma.us](mailto:Nicholas.Tomkavage@dot.state.ma.us)>; Totakura, Pruthvi Kumar (DOT) <[PruthviKumar.Totakura@dot.state.ma.us](mailto:PruthviKumar.Totakura@dot.state.ma.us)>; Treanor, Christopher (DOT) <[Christopher.Treanor@dot.state.ma.us](mailto:Christopher.Treanor@dot.state.ma.us)>; Turner, Virginia (DOT) <[Virginia.Turner@dot.state.ma.us](mailto:Virginia.Turner@dot.state.ma.us)>; Ummadi, Ramakrishna (DOT) <[Ramakrishna.Ummadi@dot.state.ma.us](mailto:Ramakrishna.Ummadi@dot.state.ma.us)>; Uy, Lorraine (DOT) <[Lorraine.Uy@dot.state.ma.us](mailto:Lorraine.Uy@dot.state.ma.us)>; Valovcin, Darryl (DOT) <[Darryl.Valovcin@dot.state.ma.us](mailto:Darryl.Valovcin@dot.state.ma.us)>; Vaughn, Michelle (DOT) <[Michelle.Vaughn@dot.state.ma.us](mailto:Michelle.Vaughn@dot.state.ma.us)>; Warren, Aric (DOT) <[Aric.Warren@dot.state.ma.us](mailto:Aric.Warren@dot.state.ma.us)>; Withington, Mark (DOT) <[Mark.Withington@dot.state.ma.us](mailto:Mark.Withington@dot.state.ma.us)>; Witt, William (DOT) <[William.Witt@dot.state.ma.us](mailto:William.Witt@dot.state.ma.us)>; Yee, Bill (DOT) <[Bill.Yee@dot.state.ma.us](mailto:Bill.Yee@dot.state.ma.us)>; Young, Dana (DOT) <[Dana.Young@dot.state.ma.us](mailto:Dana.Young@dot.state.ma.us)>

**Cc:** Kandel, Suman (DOT) <[Suman.Kandel@dot.state.ma.us](mailto:Suman.Kandel@dot.state.ma.us)>; Jean-Paul, Lesly (DOT) <[Lesly.Jean-Paul@dot.state.ma.us](mailto:Lesly.Jean-Paul@dot.state.ma.us)>; Rosenberg, Harri (DOT) <[harri.rosenberg@dot.state.ma.us](mailto:harri.rosenberg@dot.state.ma.us)>; Newberry, Jesse (DOT) <[Jesse.Newberry@dot.state.ma.us](mailto:Jesse.Newberry@dot.state.ma.us)>; Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)>; Witt, William (DOT) <[William.Witt@dot.state.ma.us](mailto:William.Witt@dot.state.ma.us)>; Ball, Dawn (DOT) <[Dawn.Ball@dot.state.ma.us](mailto:Dawn.Ball@dot.state.ma.us)>; Bedard, David (DOT) <[David.Bedard@dot.state.ma.us](mailto:David.Bedard@dot.state.ma.us)>; Tilley, James (DOT) <[James.Tilley@dot.state.ma.us](mailto:James.Tilley@dot.state.ma.us)>; Treanor, Christopher (DOT) <[Christopher.Treanor@dot.state.ma.us](mailto:Christopher.Treanor@dot.state.ma.us)>

**Subject:** SharePoint 2007 Upgrade to SharePoint Online Phase II

Hello SharePoint Users !

massDOT IT is currently upgrading the current SharePoint 2007 to a Microsoft SharePoint Online O365 environment by the end of June 2019, since the current environment will no longer be supported by Microsoft.



We are trying to minimize the impact to all site owners, Internal and External users with this new upgrade, therefore this migration is part of a three phase approach for this upgrade. The first phase of the project is currently underway with Phase 1 site owners currently in the User Acceptance Testing (UAT) stage.

The next phase of the project is to reach out to the second batch of Site Owners. The Site Owners on this distribution list have been designated for Phase 2 migration of the project.

For Phase 2, we have begun initial copying of the data to SharePoint Online and UAT is set to begin on 5/21/2019.

***There are tasks that must be completed by the site owners prior to UAT testing to ensure there is minimal impact to users. They are:***

1. The first is to make sure there are no documents that have been **“Checked Out”**. If there are, the last saved version will be migrated over and any updates to **“Checked Out”** documents will be lost. Please make sure that all **“Checked Out”** documents have been **“Checked In”**.
2. The second is to make sure that any Workflow Instances that are currently **“In process”** status have been completed or stopped.

***NOTE: During the UAT testing, the site owners would need to be available to test and verify that their site is functioning as expected starting on Tuesday, 5/21/2019 through Monday, 5/27/2019. If a primary admin is not available during this time, please provide a secondary admin resource name to contact.***

***During the final Phase 2 migration of SharePoint 2007, the existing sites will only have READ ONLY ACCESS on 5/28/2019. During this time if you require to update any document, please copy/download those documents from SharePoint 2007 to a location (Network/Local Drive) where you can edit them. After the UAT Testing and full migration is complete, users can then upload the documents to their SharePoint Sites.***

In future e-mails we will be reaching out to all site owners and will be following up and providing status of project, URL's for testing and tasks needed to be completed before UAT begins.

Attached are two documents, the first is a site details sheet where you can find information about your site. The second, is a spreadsheet containing **“Checked Out”** documents that need to be **“Checked In”**.

If you have any questions or concerns please do not hesitate to contact Suman Kandel or myself.

Thank you,

Doug

**Doug Leccese**

SR. Business Analyst

E: [Douglas.Leccese@dot.state.ma.us](mailto:Douglas.Leccese@dot.state.ma.us)

P: 1 (857) 368-9807 (office)



**From:** [Commonwealth Fusion Center \(POL\)](#)  
**To:** [Range, Scott \(POL\)](#); [Gallant, Steven \(POL\)](#); [Boyle, Christopher \(POL\)](#); [Thibault, Amy \(POL\)](#); [Nolan, William J. \(DOT\)](#); [Smith, George \(POL\)](#); [O'Leary, Sarah \(POL\)](#)  
**Subject:** FW: Facial Rec  
**Date:** Tuesday, May 14, 2019 2:06:14 PM  
**Attachments:** [VAZQUEZ, Erick - Possible Fraudulent Identification Form.pdf](#)  
[VAZQUEZ, Erick -OR.pdf](#)  
[VAZQUEZ, Erick -OH.pdf](#)  
[VAZQUEZ, Erick -CLEAR.pdf](#)  
[NEFRON-PAGAN, Esnerto - R1.pdf](#)  
[VAZQUEZ, Erick -R1.pdf](#)

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Good Afternoon,

I received the attached request for facial rec from DEA. Upon running the photo in facial rec I found a potential match of Erick VAZQUEZ, when I ran Erick VAZQUEZ in facial rec I found an additional match of Esnerto NEGRON-PAGAN. It appears that both have been flagged. Attached is the fraud ID form with supporting documentation.

Respectfully,

Shannan

Shannan F. Barton  
Intelligence Analyst  
Commonwealth Fusion Center  
470 Worcester Road  
Framingham, MA 01702  
508-820-2233  
shannan.barton@state.ma.us

-----Original Message-----

From: Hardie, Jill P. <Jill.P.Hardie@usdoj.gov>  
Sent: Tuesday, May 14, 2019 12:58 PM  
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>  
Subject: Facial Rec

Good afternoon,  
Could you please run the following through facial recognition? Case is CC-18-0086

Thanks so much!  
Jill Hardie  
DEA Boston  
617-438-7605

[image1.jpeg]

Sent from my iPhone

**From:** [Betts, William \(DOT\)](#)  
**To:** [McGrath, Michael A \(Construction\) \(DOT\)](#)  
**Cc:** [Rose, Marie J. \(DOT\) \(Marie.Rose@dot.state.ma.us\)](#)  
**Subject:** I-90 Sharepoint site  
**Date:** Tuesday, May 14, 2019 1:12:00 PM  
**Attachments:** [Copy of Final Site Details- Batch 2.xlsx](#)

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Hi Mike,

IT is upgrading the Sharepoint sites. I am still listed as the Administrator of the Sharepoint site for the I-90 Tunnel Remediation project (see attached).

IT says:

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Please let me know what you would like to do and if you have someone else in mind to be Administrator. I haven't looked at the site in 7+ years.

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**From:** Leccese, Douglas (DOT)  
**Sent:** Wednesday, May 01, 2019 4:31 PM  
**To:** Amato, John E. (DOT) <[John.Amato@dot.state.ma.us](mailto:John.Amato@dot.state.ma.us)>; Baldassaro, Bernard X. (DOT) <[Bernard.Baldassaro@dot.state.ma.us](mailto:Bernard.Baldassaro@dot.state.ma.us)>; Ball, Dawn (DOT) <[Dawn.Ball@dot.state.ma.us](mailto:Dawn.Ball@dot.state.ma.us)>; Barry, Germaine (DOT) <[Germaine.Barry@dot.state.ma.us](mailto:Germaine.Barry@dot.state.ma.us)>; Betts, William (DOT) <[William.T.Betts@dot.state.ma.us](mailto:William.T.Betts@dot.state.ma.us)>; Brandon, Lawrence (DOT) <[Lawrence.Brandon@dot.state.ma.us](mailto:Lawrence.Brandon@dot.state.ma.us)>; Breen, Marie (DOT) <[Marie.Breen@dot.state.ma.us](mailto:Marie.Breen@dot.state.ma.us)>; Brewer, Michael (DOT) <[Michael.Brewer@dot.state.ma.us](mailto:Michael.Brewer@dot.state.ma.us)>; Bristol, Susan (DOT) <[Susan.Bristol@dot.state.ma.us](mailto:Susan.Bristol@dot.state.ma.us)>; Brooks, James E. (DOT) <[James.E.Brooks@dot.state.ma.us](mailto:James.E.Brooks@dot.state.ma.us)>; Brown, Karen A. (DOT) <[Karen.A.Brown@dot.state.ma.us](mailto:Karen.A.Brown@dot.state.ma.us)>; Cadorette, John (DOT) <[John.Cadorette@dot.state.ma.us](mailto:John.Cadorette@dot.state.ma.us)>; Carter, Annemarie (DOT) <[Annemarie.Carter@dot.state.ma.us](mailto:Annemarie.Carter@dot.state.ma.us)>; Castro, Nady (DOT) <[Nady.K.Castro@dot.state.ma.us](mailto:Nady.K.Castro@dot.state.ma.us)>; Champlin, Tom (DOT) <[Tom.Champlin@MassMail.State.MA.US](mailto:Tom.Champlin@MassMail.State.MA.US)>; Chanthaboun, Sye (DOT) <[Sye.Chanthaboun@dot.state.ma.us](mailto:Sye.Chanthaboun@dot.state.ma.us)>; Cheney, Dana (DOT) <[Dana.Cheney@dot.state.ma.us](mailto:Dana.Cheney@dot.state.ma.us)>; Chetpelly, Naresh (DOT) <[Naresh.Chetpelly@dot.state.ma.us](mailto:Naresh.Chetpelly@dot.state.ma.us)>; Chirokas, David (DOT) <[David.Chirokas@dot.state.ma.us](mailto:David.Chirokas@dot.state.ma.us)>; Collaro-Surrette, Cheryl (DOT) <[Cheryl.Collaro-Surrette@dot.state.ma.us](mailto:Cheryl.Collaro-Surrette@dot.state.ma.us)>; Cousin, Stephen G. (DOT) <[Stephen.G.Cousin@dot.state.ma.us](mailto:Stephen.G.Cousin@dot.state.ma.us)>; Cousins, Rosalee (DOT) <[Rosalee.Cousins@dot.state.ma.us](mailto:Rosalee.Cousins@dot.state.ma.us)>; Crochiere, Kenneth J. (DOT) <[Kenneth.Crochiere@dot.state.ma.us](mailto:Kenneth.Crochiere@dot.state.ma.us)>; Dinunzio, Rita (DOT) <[Rita.Dinunzio@dot.state.ma.us](mailto:Rita.Dinunzio@dot.state.ma.us)>; Dionne, Robert (DOT) <[Robert.Dionne@dot.state.ma.us](mailto:Robert.Dionne@dot.state.ma.us)>; DiOrio, Brian E. (DOT) <[Brian.DiOrio@dot.state.ma.us](mailto:Brian.DiOrio@dot.state.ma.us)>; DiPaolo, Thomas A. (DOT) <[Thomas.DiPaolo@dot.state.ma.us](mailto:Thomas.DiPaolo@dot.state.ma.us)>;

DiPietro, Robert S. (DOT) <[Robert.DiPietro@dot.state.ma.us](mailto:Robert.DiPietro@dot.state.ma.us)>; Duverge, Raquel (DOT) <[Raquel.Duverge@dot.state.ma.us](mailto:Raquel.Duverge@dot.state.ma.us)>; Eagan, Alida (DOT) <[Alida.Eagan@dot.state.ma.us](mailto:Alida.Eagan@dot.state.ma.us)>; Faria, Kevin (DOT) <[Kevin.Faria@dot.state.ma.us](mailto:Kevin.Faria@dot.state.ma.us)>; Fernandes, Miguel (DOT) <[Miguel.Fernandes@dot.state.ma.us](mailto:Miguel.Fernandes@dot.state.ma.us)>; Ferringo, William (DOT) <[William.Ferringo@dot.state.ma.us](mailto:William.Ferringo@dot.state.ma.us)>; Foley, Karyn L. (DOT) <[Karyn.Foley@dot.state.ma.us](mailto:Karyn.Foley@dot.state.ma.us)>; Garbaczski, Paul (DOT) <[Paul.Garbaczski@dot.state.ma.us](mailto:Paul.Garbaczski@dot.state.ma.us)>; Giando, Robin R. (DOT) <[Robin.Giando@dot.state.ma.us](mailto:Robin.Giando@dot.state.ma.us)>; Grace, Augusto (DOT) <[Augusto.Grace@dot.state.ma.us](mailto:Augusto.Grace@dot.state.ma.us)>; Greene, Joel (DOT) <[Joel.Greene@dot.state.ma.us](mailto:Joel.Greene@dot.state.ma.us)>; Hamel, Roger J. (DOT) <[Roger.Hamel@dot.state.ma.us](mailto:Roger.Hamel@dot.state.ma.us)>; Hamwey, Scott (DOT) <[Scott.Hamwey@dot.state.ma.us](mailto:Scott.Hamwey@dot.state.ma.us)>; Hart, Lisa (DOT) <[Lisa.Hart@dot.state.ma.us](mailto:Lisa.Hart@dot.state.ma.us)>; Hayes, Meredith C. (DOT) <[Meredith.C.Hayes@dot.state.ma.us](mailto:Meredith.C.Hayes@dot.state.ma.us)>; Hughes, Carl (DOT) <[Carl.M.Hughes@dot.state.ma.us](mailto:Carl.M.Hughes@dot.state.ma.us)>; Hyland, John (DOT) <[John.Hyland@dot.state.ma.us](mailto:John.Hyland@dot.state.ma.us)>; Jean-Paul, Lesly (DOT) <[Lesly.Jean-Paul@dot.state.ma.us](mailto:Lesly.Jean-Paul@dot.state.ma.us)>; Jones, Gail (DOT) <[Gail.Jones@dot.state.ma.us](mailto:Gail.Jones@dot.state.ma.us)>; Kandel, Suman (DOT) <[Suman.Kandel@dot.state.ma.us](mailto:Suman.Kandel@dot.state.ma.us)>; Kane, Jennifer (DOT) <[Jennifer.Kane@dot.state.ma.us](mailto:Jennifer.Kane@dot.state.ma.us)>; Karthigesan, Jothie (DOT) <[Jothie.Karthigesan@dot.state.ma.us](mailto:Jothie.Karthigesan@dot.state.ma.us)>; Kelleher, Brian M. (DOT) <[Brian.Kelleher@dot.state.ma.us](mailto:Brian.Kelleher@dot.state.ma.us)>; Khanna, Rick (DOT) <[Rick.Khanna@dot.state.ma.us](mailto:Rick.Khanna@dot.state.ma.us)>; Knapp, David (DOT) <[David.Knapp@dot.state.ma.us](mailto:David.Knapp@dot.state.ma.us)>; Kofitsas, Kostas M. (DOT) <[Kostas.Kofitsas@dot.state.ma.us](mailto:Kostas.Kofitsas@dot.state.ma.us)>; Kolla, Narayana (DOT) <[Narayana.Kolla@dot.state.ma.us](mailto:Narayana.Kolla@dot.state.ma.us)>; Korsunsky, Julia (DOT) <[Julia.Korsunsky@dot.state.ma.us](mailto:Julia.Korsunsky@dot.state.ma.us)>; Lavallee, Paul (DOT) <[Paul.Lavallee@dot.state.ma.us](mailto:Paul.Lavallee@dot.state.ma.us)>; Lee, Donna M. (DOT) <[Donna.Lee@dot.state.ma.us](mailto:Donna.Lee@dot.state.ma.us)>; Lopes, Kevin (DOT) <[Kevin.Lopes@dot.state.ma.us](mailto:Kevin.Lopes@dot.state.ma.us)>; Lotti, Katherine (DOT) <[Katherine.Lotti@dot.state.ma.us](mailto:Katherine.Lotti@dot.state.ma.us)>; Lozada, John (DOT) <[John.Lozada@dot.state.ma.us](mailto:John.Lozada@dot.state.ma.us)>; Lyons, Maryellen (DOT) <[Maryellen.Lyons@dot.state.ma.us](mailto:Maryellen.Lyons@dot.state.ma.us)>; Makie, Joan (DOT) <[Joan.Makie@dot.state.ma.us](mailto:Joan.Makie@dot.state.ma.us)>; Martorana, Craig (DOT) <[Craig.Martorana@dot.state.ma.us](mailto:Craig.Martorana@dot.state.ma.us)>; McCollem, Steve (DOT) <[Steve.McCollem@dot.state.ma.us](mailto:Steve.McCollem@dot.state.ma.us)>; McGonagle, Dan (DOT) <[Dan.McGonagle@dot.state.ma.us](mailto:Dan.McGonagle@dot.state.ma.us)>; McLaughlin, Steve E. (DOT) <[Steve.McLaughlin@dot.state.ma.us](mailto:Steve.McLaughlin@dot.state.ma.us)>; Mirabella, Steve (DOT) <[Steve.Mirabella@dot.state.ma.us](mailto:Steve.Mirabella@dot.state.ma.us)>; Moore, William A. (DOT) <[William.Moore@dot.state.ma.us](mailto:William.Moore@dot.state.ma.us)>; Navarro, Tom (DOT) <[Tom.Navarro@dot.state.ma.us](mailto:Tom.Navarro@dot.state.ma.us)>; Nawrocki, Diane (DOT) <[Diane.Nawrocki@dot.state.ma.us](mailto:Diane.Nawrocki@dot.state.ma.us)>; Nelson, Jim (DOT) <[Jim.Nelson@dot.state.ma.us](mailto:Jim.Nelson@dot.state.ma.us)>; Newberry, Jesse (DOT) <[Jesse.Newberry@dot.state.ma.us](mailto:Jesse.Newberry@dot.state.ma.us)>; Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)>; Olorunwunmi, Omotunde (DOT) <[Omotunde.Olorunwunmi@dot.state.ma.us](mailto:Omotunde.Olorunwunmi@dot.state.ma.us)>; O'Neil, Karen (DOT) <[Karen.ONeil@dot.state.ma.us](mailto:Karen.ONeil@dot.state.ma.us)>; O'Neill, Steven D. (DOT) <[Steven.D.ONeill@dot.state.ma.us](mailto:Steven.D.ONeill@dot.state.ma.us)>; Palavalsa, Kavitha (DOT) <[Kavitha.Palavalsa@dot.state.ma.us](mailto:Kavitha.Palavalsa@dot.state.ma.us)>; Paluses, Robert (DOT) <[Robert.Paluses@dot.state.ma.us](mailto:Robert.Paluses@dot.state.ma.us)>; Perduyn, Karen (DOT) <[Karen.Perduyn@dot.state.ma.us](mailto:Karen.Perduyn@dot.state.ma.us)>; Pomakis, Jim (DOT) <[Jim.Pomakis@dot.state.ma.us](mailto:Jim.Pomakis@dot.state.ma.us)>; Ramirez, Alwin T. (DOT) <[Alwin.Ramirez@dot.state.ma.us](mailto:Alwin.Ramirez@dot.state.ma.us)>; Richard, Jennifer L. (DOT) <[Jennifer.Richard@dot.state.ma.us](mailto:Jennifer.Richard@dot.state.ma.us)>; Riggins, Jerrell (DOT) <[Jerrell.Riggins@dot.state.ma.us](mailto:Jerrell.Riggins@dot.state.ma.us)>; Rigney, Joseph (DOT) <[Joseph.Rigney@dot.state.ma.us](mailto:Joseph.Rigney@dot.state.ma.us)>; Rinella, Matthew (DOT) <[Matthew.Rinella@dot.state.ma.us](mailto:Matthew.Rinella@dot.state.ma.us)>; Robida, James R. (DOT) <[James.Robida@dot.state.ma.us](mailto:James.Robida@dot.state.ma.us)>; Roddy, Samantha (DOT) <[Samantha.Roddy@dot.state.ma.us](mailto:Samantha.Roddy@dot.state.ma.us)>; Rosenberg, Harri (DOT) <[harri.rosenberg@dot.state.ma.us](mailto:harri.rosenberg@dot.state.ma.us)>; Sanchez, Miguel (DOT) <[Miguel.Sanchez@dot.state.ma.us](mailto:Miguel.Sanchez@dot.state.ma.us)>; Seavey, T. Chris (DOT) <[Chris.T.Seavey@dot.state.ma.us](mailto:Chris.T.Seavey@dot.state.ma.us)>; Shrader, Justin (DOT) <[Justin.Shrader@dot.state.ma.us](mailto:Justin.Shrader@dot.state.ma.us)>; Silbaugh, Owen (DOT) <[Owen.Silbaugh@dot.state.ma.us](mailto:Owen.Silbaugh@dot.state.ma.us)>; Silva, Victor (DOT) <[Victor.Silva@dot.state.ma.us](mailto:Victor.Silva@dot.state.ma.us)>; Silvernail, Paul (DOT) <[Paul.R.Silvernail@dot.state.ma.us](mailto:Paul.R.Silvernail@dot.state.ma.us)>; Sims, Andrew (DOT)

<[Andrew.Sims@dot.state.ma.us](mailto:Andrew.Sims@dot.state.ma.us)>; Slack, Justin (DOT) <[Justin.Slack@dot.state.ma.us](mailto:Justin.Slack@dot.state.ma.us)>; Sobczynski, Gregory (DOT) <[Gregory.Sobczynski@dot.state.ma.us](mailto:Gregory.Sobczynski@dot.state.ma.us)>; Soma, Stephen (DOT) <[Stephen.Soma@dot.state.ma.us](mailto:Stephen.Soma@dot.state.ma.us)>; Spatafore, Michael (DOT) <[Michael.Spatafore@dot.state.ma.us](mailto:Michael.Spatafore@dot.state.ma.us)>; Spriggs, Nicole (DOT) <[Nicole.Spriggs@dot.state.ma.us](mailto:Nicole.Spriggs@dot.state.ma.us)>; Stowe, William (DOT) <[William.Stowe@dot.state.ma.us](mailto:William.Stowe@dot.state.ma.us)>; Kandel, Suman (DOT) <[Suman.Kandel@dot.state.ma.us](mailto:Suman.Kandel@dot.state.ma.us)>; Swan, Adam J. (DOT) <[Adam.Swan@dot.state.ma.us](mailto:Adam.Swan@dot.state.ma.us)>; Tagzine, Hichame (DOT) <[Hichame.Tagzine@dot.state.ma.us](mailto:Hichame.Tagzine@dot.state.ma.us)>; Tilley, James (DOT) <[James.Tilley@dot.state.ma.us](mailto:James.Tilley@dot.state.ma.us)>; Tobias, Maria (DOT) <[Maria.Tobias@dot.state.ma.us](mailto:Maria.Tobias@dot.state.ma.us)>; Tomkavage, Nicholas (DOT) <[Nicholas.Tomkavage@dot.state.ma.us](mailto:Nicholas.Tomkavage@dot.state.ma.us)>; Totakura, Pruthvi Kumar (DOT) <[PruthviKumar.Totakura@dot.state.ma.us](mailto:PruthviKumar.Totakura@dot.state.ma.us)>; Treanor, Christopher (DOT) <[Christopher.Treanor@dot.state.ma.us](mailto:Christopher.Treanor@dot.state.ma.us)>; Turner, Virginia (DOT) <[Virginia.Turner@dot.state.ma.us](mailto:Virginia.Turner@dot.state.ma.us)>; Ummadi, Ramakrishna (DOT) <[Ramakrishna.Ummadi@dot.state.ma.us](mailto:Ramakrishna.Ummadi@dot.state.ma.us)>; Uy, Lorraine (DOT) <[Lorraine.Uy@dot.state.ma.us](mailto:Lorraine.Uy@dot.state.ma.us)>; Valovcin, Darryl (DOT) <[Darryl.Valovcin@dot.state.ma.us](mailto:Darryl.Valovcin@dot.state.ma.us)>; Vaughn, Michelle (DOT) <[Michelle.Vaughn@dot.state.ma.us](mailto:Michelle.Vaughn@dot.state.ma.us)>; Warren, Aric (DOT) <[Aric.Warren@dot.state.ma.us](mailto:Aric.Warren@dot.state.ma.us)>; Withington, Mark (DOT) <[Mark.Withington@dot.state.ma.us](mailto:Mark.Withington@dot.state.ma.us)>; Witt, William (DOT) <[William.Witt@dot.state.ma.us](mailto:William.Witt@dot.state.ma.us)>; Yee, Bill (DOT) <[Bill.Yee@dot.state.ma.us](mailto:Bill.Yee@dot.state.ma.us)>; Young, Dana (DOT) <[Dana.Young@dot.state.ma.us](mailto:Dana.Young@dot.state.ma.us)>  
**Cc:** Kandel, Suman (DOT) <[Suman.Kandel@dot.state.ma.us](mailto:Suman.Kandel@dot.state.ma.us)>; Jean-Paul, Lesly (DOT) <[Lesly.Jean-Paul@dot.state.ma.us](mailto:Lesly.Jean-Paul@dot.state.ma.us)>; Rosenberg, Harri (DOT) <[harri.rosenberg@dot.state.ma.us](mailto:harri.rosenberg@dot.state.ma.us)>; Newberry, Jesse (DOT) <[Jesse.Newberry@dot.state.ma.us](mailto:Jesse.Newberry@dot.state.ma.us)>; Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)>; Witt, William (DOT) <[William.Witt@dot.state.ma.us](mailto:William.Witt@dot.state.ma.us)>; Ball, Dawn (DOT) <[Dawn.Ball@dot.state.ma.us](mailto:Dawn.Ball@dot.state.ma.us)>; Bedard, David (DOT) <[David.Bedard@dot.state.ma.us](mailto:David.Bedard@dot.state.ma.us)>; Tilley, James (DOT) <[James.Tilley@dot.state.ma.us](mailto:James.Tilley@dot.state.ma.us)>; Treanor, Christopher (DOT) <[Christopher.Treanor@dot.state.ma.us](mailto:Christopher.Treanor@dot.state.ma.us)>

**Subject:** SharePoint 2007 Upgrade to SharePoint Online Phase II

Hello SharePoint Users !

massDOT IT is currently upgrading the current SharePoint 2007 to a Microsoft SharePoint Online O365 environment by the end of June 2019, since the current environment will no longer be supported by Microsoft.

We are trying to minimize the impact to all site owners, Internal and External users with this new upgrade, therefore this migration is part of a three phase approach for this upgrade. The first phase of the project is currently underway with Phase 1 site owners currently in the User Acceptance Testing (UAT) stage.

The next phase of the project is to reach out to the second batch of Site Owners. The Site Owners on this distribution list have been designated for Phase 2 migration of the project.

For Phase 2, we have begun initial copying of the data to SharePoint Online and UAT is set to begin on 5/21/2019.

***There are tasks that must be completed by the site owners prior to UAT testing to ensure there is minimal impact to users. They are:***

1. The first is to make sure there are no documents that have been **“Checked Out”**. If there are, the last saved version will be migrated over and any updates to **“Check Out”** documents will be lost. Please make sure that all **“Checked Out”** documents have been **“Checked In”**.
2. The second is to make sure that any Workflow Instances that are currently **“In process”** status have been completed or stopped.

**NOTE: During the UAT testing, the site owners would need to be available to test and verify that their site is functioning as expected starting on Tuesday, 5/21/2019 through Monday, 5/27/2019. If a primary admin is not available during this time, please provide a secondary admin resource name to contact.**

**During the final Phase 2 migration of SharePoint 2007, the existing sites will only have READ ONLY ACCESS on 5/28/2019. During this time if you require to update any document, please copy/download those documents from SharePoint 2007 to a location (Network/Local Drive) where you can edit them. After the UAT Testing and full migration is complete, users can then upload the documents to their SharePoint Sites.**

In future e-mails we will be reaching out to all site owners and will be following up and providing status of project, URL's for testing and tasks needed to be completed before UAT begins.

Attached are two documents, the first is a site details sheet where you can find information about your site. The second, is a spreadsheet containing **“Checked Out”** documents that need to be **“Checked In”**.

If you have any questions or concerns please do not hesitate to contact Suman Kandel or myself.

Thank you,

Doug

**Doug Leccese**

SR. Business Analyst

E: [Douglas.Leccese@dot.state.ma.us](mailto:Douglas.Leccese@dot.state.ma.us)

P: 1 (857) 368-9807 (office)



**From:** [Betts, William \(DOT\)](#)  
**To:** [McGrath, Michael A \(Construction\) \(DOT\)](#)  
**Cc:** [Rose, Marie J. \(DOT\)](#)  
**Subject:** I-90 Sharepoint site  
**Date:** Tuesday, May 14, 2019 1:10:22 PM  
**Attachments:** [Copy of Final Site Details- Batch 2.xlsx](#)

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Hi Mike,

IT is upgrading the Sharepoint sites. I am still listed as the Administrator of the Sharepoint site for the I-90 Tunnel Remediation project (see attached).

IT says:

1. We can delete the site with the data if you don't need it anymore.
2. They can just move the data without testing. This is on the archive portal.
3. If you think we might need the data in the future, they ask us to verify that all of the data is in the new SharePoint once they move it.

Please let me know what you would like to do and if you have someone else in mind to be Administrator. I haven't looked at the site in 7+ years.

**Bill Betts**

Highway Division Project Management Office  
MassDOT, 10 Park Plaza  
Office (857) 368-9142

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**From:** Leccese, Douglas (DOT)  
**Sent:** Wednesday, May 01, 2019 4:31 PM  
**To:** Amato, John E. (DOT) <[John.Amato@dot.state.ma.us](mailto:John.Amato@dot.state.ma.us)>; Baldassaro, Bernard X. (DOT) <[Bernard.Baldassaro@dot.state.ma.us](mailto:Bernard.Baldassaro@dot.state.ma.us)>; Ball, Dawn (DOT) <[Dawn.Ball@dot.state.ma.us](mailto:Dawn.Ball@dot.state.ma.us)>; Barry, Germaine (DOT) <[Germaine.Barry@dot.state.ma.us](mailto:Germaine.Barry@dot.state.ma.us)>; Betts, William (DOT) <[William.T.Betts@dot.state.ma.us](mailto:William.T.Betts@dot.state.ma.us)>; Brandon, Lawrence (DOT) <[Lawrence.Brandon@dot.state.ma.us](mailto:Lawrence.Brandon@dot.state.ma.us)>; Breen, Marie (DOT) <[Marie.Breen@dot.state.ma.us](mailto:Marie.Breen@dot.state.ma.us)>; Brewer, Michael (DOT) <[Michael.Brewer@dot.state.ma.us](mailto:Michael.Brewer@dot.state.ma.us)>; Bristol, Susan (DOT) <[Susan.Bristol@dot.state.ma.us](mailto:Susan.Bristol@dot.state.ma.us)>; Brooks, James E. (DOT) <[James.E.Brooks@dot.state.ma.us](mailto:James.E.Brooks@dot.state.ma.us)>; Brown, Karen A. (DOT) <[Karen.A.Brown@dot.state.ma.us](mailto:Karen.A.Brown@dot.state.ma.us)>; Cadorette, John (DOT) <[John.Cadorette@dot.state.ma.us](mailto:John.Cadorette@dot.state.ma.us)>; Carter, Annemarie (DOT) <[Annemarie.Carter@dot.state.ma.us](mailto:Annemarie.Carter@dot.state.ma.us)>; Castro, Nady (DOT) <[Nady.K.Castro@dot.state.ma.us](mailto:Nady.K.Castro@dot.state.ma.us)>; Champlin, Tom (DOT) <[Tom.Champlin@MassMail.State.MA.US](mailto:Tom.Champlin@MassMail.State.MA.US)>; Chanthaboun, Sye (DOT) <[Sye.Chanthaboun@dot.state.ma.us](mailto:Sye.Chanthaboun@dot.state.ma.us)>; Cheney, Dana (DOT) <[Dana.Cheney@dot.state.ma.us](mailto:Dana.Cheney@dot.state.ma.us)>; Chetpelly, Naresh (DOT) <[Naresh.Chetpelly@dot.state.ma.us](mailto:Naresh.Chetpelly@dot.state.ma.us)>; Chirokas, David (DOT) <[David.Chirokas@dot.state.ma.us](mailto:David.Chirokas@dot.state.ma.us)>; Collaro-Surrette, Cheryl (DOT) <[Cheryl.Collaro-Surrette@dot.state.ma.us](mailto:Cheryl.Collaro-Surrette@dot.state.ma.us)>; Cousin, Stephen G. (DOT) <[Stephen.G.Cousin@dot.state.ma.us](mailto:Stephen.G.Cousin@dot.state.ma.us)>; Cousins, Rosalee (DOT) <[Rosalee.Cousins@dot.state.ma.us](mailto:Rosalee.Cousins@dot.state.ma.us)>; Crochiere, Kenneth J. (DOT) <[Kenneth.Crochiere@dot.state.ma.us](mailto:Kenneth.Crochiere@dot.state.ma.us)>; Dinunzio, Rita (DOT) <[Rita.Dinunzio@dot.state.ma.us](mailto:Rita.Dinunzio@dot.state.ma.us)>; Dionne, Robert (DOT) <[Robert.Dionne@dot.state.ma.us](mailto:Robert.Dionne@dot.state.ma.us)>; DiOrio, Brian E. (DOT) <[Brian.DiOrio@dot.state.ma.us](mailto:Brian.DiOrio@dot.state.ma.us)>; DiPaolo, Thomas A. (DOT) <[Thomas.DiPaolo@dot.state.ma.us](mailto:Thomas.DiPaolo@dot.state.ma.us)>;



DiPietro, Robert S. (DOT) <[Robert.DiPietro@dot.state.ma.us](mailto:Robert.DiPietro@dot.state.ma.us)>; Duverge, Raquel (DOT) <[Raquel.Duverge@dot.state.ma.us](mailto:Raquel.Duverge@dot.state.ma.us)>; Eagan, Alida (DOT) <[Alida.Eagan@dot.state.ma.us](mailto:Alida.Eagan@dot.state.ma.us)>; Faria, Kevin (DOT) <[Kevin.Faria@dot.state.ma.us](mailto:Kevin.Faria@dot.state.ma.us)>; Fernandes, Miguel (DOT) <[Miguel.Fernandes@dot.state.ma.us](mailto:Miguel.Fernandes@dot.state.ma.us)>; Ferringo, William (DOT) <[William.Ferringo@dot.state.ma.us](mailto:William.Ferringo@dot.state.ma.us)>; Foley, Karyn L. (DOT) <[Karyn.Foley@dot.state.ma.us](mailto:Karyn.Foley@dot.state.ma.us)>; Garbaczski, Paul (DOT) <[Paul.Garbaczski@dot.state.ma.us](mailto:Paul.Garbaczski@dot.state.ma.us)>; Giando, Robin R. (DOT) <[Robin.Giando@dot.state.ma.us](mailto:Robin.Giando@dot.state.ma.us)>; Grace, Augusto (DOT) <[Augusto.Grace@dot.state.ma.us](mailto:Augusto.Grace@dot.state.ma.us)>; Greene, Joel (DOT) <[Joel.Greene@dot.state.ma.us](mailto:Joel.Greene@dot.state.ma.us)>; Hamel, Roger J. (DOT) <[Roger.Hamel@dot.state.ma.us](mailto:Roger.Hamel@dot.state.ma.us)>; Hamwey, Scott (DOT) <[Scott.Hamwey@dot.state.ma.us](mailto:Scott.Hamwey@dot.state.ma.us)>; Hart, Lisa (DOT) <[Lisa.Hart@dot.state.ma.us](mailto:Lisa.Hart@dot.state.ma.us)>; Hayes, Meredith C. (DOT) <[Meredith.C.Hayes@dot.state.ma.us](mailto:Meredith.C.Hayes@dot.state.ma.us)>; Hughes, Carl (DOT) <[Carl.M.Hughes@dot.state.ma.us](mailto:Carl.M.Hughes@dot.state.ma.us)>; Hyland, John (DOT) <[John.Hyland@dot.state.ma.us](mailto:John.Hyland@dot.state.ma.us)>; Jean-Paul, Lesly (DOT) <[Lesly.Jean-Paul@dot.state.ma.us](mailto:Lesly.Jean-Paul@dot.state.ma.us)>; Jones, Gail (DOT) <[Gail.Jones@dot.state.ma.us](mailto:Gail.Jones@dot.state.ma.us)>; Kandel, Suman (DOT) <[Suman.Kandel@dot.state.ma.us](mailto:Suman.Kandel@dot.state.ma.us)>; Kane, Jennifer (DOT) <[Jennifer.Kane@dot.state.ma.us](mailto:Jennifer.Kane@dot.state.ma.us)>; Karthigesan, Jothie (DOT) <[Jothie.Karthigesan@dot.state.ma.us](mailto:Jothie.Karthigesan@dot.state.ma.us)>; Kelleher, Brian M. (DOT) <[Brian.Kelleher@dot.state.ma.us](mailto:Brian.Kelleher@dot.state.ma.us)>; Khanna, Rick (DOT) <[Rick.Khanna@dot.state.ma.us](mailto:Rick.Khanna@dot.state.ma.us)>; Knapp, David (DOT) <[David.Knapp@dot.state.ma.us](mailto:David.Knapp@dot.state.ma.us)>; Kofitsas, Kostas M. (DOT) <[Kostas.Kofitsas@dot.state.ma.us](mailto:Kostas.Kofitsas@dot.state.ma.us)>; Kolla, Narayana (DOT) <[Narayana.Kolla@dot.state.ma.us](mailto:Narayana.Kolla@dot.state.ma.us)>; Korsunsky, Julia (DOT) <[Julia.Korsunsky@dot.state.ma.us](mailto:Julia.Korsunsky@dot.state.ma.us)>; Lavallee, Paul (DOT) <[Paul.Lavallee@dot.state.ma.us](mailto:Paul.Lavallee@dot.state.ma.us)>; Lee, Donna M. (DOT) <[Donna.Lee@dot.state.ma.us](mailto:Donna.Lee@dot.state.ma.us)>; Lopes, Kevin (DOT) <[Kevin.Lopes@dot.state.ma.us](mailto:Kevin.Lopes@dot.state.ma.us)>; Lotti, Katherine (DOT) <[Katherine.Lotti@dot.state.ma.us](mailto:Katherine.Lotti@dot.state.ma.us)>; Lozada, John (DOT) <[John.Lozada@dot.state.ma.us](mailto:John.Lozada@dot.state.ma.us)>; Lyons, Maryellen (DOT) <[Maryellen.Lyons@dot.state.ma.us](mailto:Maryellen.Lyons@dot.state.ma.us)>; Makie, Joan (DOT) <[Joan.Makie@dot.state.ma.us](mailto:Joan.Makie@dot.state.ma.us)>; Martorana, Craig (DOT) <[Craig.Martorana@dot.state.ma.us](mailto:Craig.Martorana@dot.state.ma.us)>; McCollem, Steve (DOT) <[Steve.McCollem@dot.state.ma.us](mailto:Steve.McCollem@dot.state.ma.us)>; McGonagle, Dan (DOT) <[Dan.McGonagle@dot.state.ma.us](mailto:Dan.McGonagle@dot.state.ma.us)>; McLaughlin, Steve E. (DOT) <[Steve.McLaughlin@dot.state.ma.us](mailto:Steve.McLaughlin@dot.state.ma.us)>; Mirabella, Steve (DOT) <[Steve.Mirabella@dot.state.ma.us](mailto:Steve.Mirabella@dot.state.ma.us)>; Moore, William A. (DOT) <[William.Moore@dot.state.ma.us](mailto:William.Moore@dot.state.ma.us)>; Navarro, Tom (DOT) <[Tom.Navarro@dot.state.ma.us](mailto:Tom.Navarro@dot.state.ma.us)>; Nawrocki, Diane (DOT) <[Diane.Nawrocki@dot.state.ma.us](mailto:Diane.Nawrocki@dot.state.ma.us)>; Nelson, Jim (DOT) <[Jim.Nelson@dot.state.ma.us](mailto:Jim.Nelson@dot.state.ma.us)>; Newberry, Jesse (DOT) <[Jesse.Newberry@dot.state.ma.us](mailto:Jesse.Newberry@dot.state.ma.us)>; Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)>; Olorunwunmi, Omotunde (DOT) <[Omotunde.Olorunwunmi@dot.state.ma.us](mailto:Omotunde.Olorunwunmi@dot.state.ma.us)>; O'Neil, Karen (DOT) <[Karen.ONeil@dot.state.ma.us](mailto:Karen.ONeil@dot.state.ma.us)>; O'Neill, Steven D. (DOT) <[Steven.D.ONeill@dot.state.ma.us](mailto:Steven.D.ONeill@dot.state.ma.us)>; Palavalsa, Kavitha (DOT) <[Kavitha.Palavalsa@dot.state.ma.us](mailto:Kavitha.Palavalsa@dot.state.ma.us)>; Paluses, Robert (DOT) <[Robert.Paluses@dot.state.ma.us](mailto:Robert.Paluses@dot.state.ma.us)>; Perduyn, Karen (DOT) <[Karen.Perduyn@dot.state.ma.us](mailto:Karen.Perduyn@dot.state.ma.us)>; Pomakis, Jim (DOT) <[Jim.Pomakis@dot.state.ma.us](mailto:Jim.Pomakis@dot.state.ma.us)>; Ramirez, Alwin T. (DOT) <[Alwin.Ramirez@dot.state.ma.us](mailto:Alwin.Ramirez@dot.state.ma.us)>; Richard, Jennifer L. (DOT) <[Jennifer.Richard@dot.state.ma.us](mailto:Jennifer.Richard@dot.state.ma.us)>; Riggins, Jerrell (DOT) <[Jerrell.Riggins@dot.state.ma.us](mailto:Jerrell.Riggins@dot.state.ma.us)>; Rigney, Joseph (DOT) <[Joseph.Rigney@dot.state.ma.us](mailto:Joseph.Rigney@dot.state.ma.us)>; Rinella, Matthew (DOT) <[Matthew.Rinella@dot.state.ma.us](mailto:Matthew.Rinella@dot.state.ma.us)>; Robida, James R. (DOT) <[James.Robida@dot.state.ma.us](mailto:James.Robida@dot.state.ma.us)>; Roddy, Samantha (DOT) <[Samantha.Roddy@dot.state.ma.us](mailto:Samantha.Roddy@dot.state.ma.us)>; Rosenberg, Harri (DOT) <[harri.rosenberg@dot.state.ma.us](mailto:harri.rosenberg@dot.state.ma.us)>; Sanchez, Miguel (DOT) <[Miguel.Sanchez@dot.state.ma.us](mailto:Miguel.Sanchez@dot.state.ma.us)>; Seavey, T. Chris (DOT) <[Chris.T.Seavey@dot.state.ma.us](mailto:Chris.T.Seavey@dot.state.ma.us)>; Shrader, Justin (DOT) <[Justin.Shrader@dot.state.ma.us](mailto:Justin.Shrader@dot.state.ma.us)>; Silbaugh, Owen (DOT) <[Owen.Silbaugh@dot.state.ma.us](mailto:Owen.Silbaugh@dot.state.ma.us)>; Silva, Victor (DOT) <[Victor.Silva@dot.state.ma.us](mailto:Victor.Silva@dot.state.ma.us)>; Silvernail, Paul (DOT) <[Paul.R.Silvernail@dot.state.ma.us](mailto:Paul.R.Silvernail@dot.state.ma.us)>; Sims, Andrew (DOT)

<[Andrew.Sims@dot.state.ma.us](mailto:Andrew.Sims@dot.state.ma.us)>; Slack, Justin (DOT) <[Justin.Slack@dot.state.ma.us](mailto:Justin.Slack@dot.state.ma.us)>; Sobczynski, Gregory (DOT) <[Gregory.Sobczynski@dot.state.ma.us](mailto:Gregory.Sobczynski@dot.state.ma.us)>; Soma, Stephen (DOT) <[Stephen.Soma@dot.state.ma.us](mailto:Stephen.Soma@dot.state.ma.us)>; Spatafore, Michael (DOT) <[Michael.Spatafore@dot.state.ma.us](mailto:Michael.Spatafore@dot.state.ma.us)>; Spriggs, Nicole (DOT) <[Nicole.Spriggs@dot.state.ma.us](mailto:Nicole.Spriggs@dot.state.ma.us)>; Stowe, William (DOT) <[William.Stowe@dot.state.ma.us](mailto:William.Stowe@dot.state.ma.us)>; Kandel, Suman (DOT) <[Suman.Kandel@dot.state.ma.us](mailto:Suman.Kandel@dot.state.ma.us)>; Swan, Adam J. (DOT) <[Adam.Swan@dot.state.ma.us](mailto:Adam.Swan@dot.state.ma.us)>; Tagzine, Hichame (DOT) <[Hichame.Tagzine@dot.state.ma.us](mailto:Hichame.Tagzine@dot.state.ma.us)>; Tilley, James (DOT) <[James.Tilley@dot.state.ma.us](mailto:James.Tilley@dot.state.ma.us)>; Tobias, Maria (DOT) <[Maria.Tobias@dot.state.ma.us](mailto:Maria.Tobias@dot.state.ma.us)>; Tomkavage, Nicholas (DOT) <[Nicholas.Tomkavage@dot.state.ma.us](mailto:Nicholas.Tomkavage@dot.state.ma.us)>; Totakura, Pruthvi Kumar (DOT) <[PruthviKumar.Totakura@dot.state.ma.us](mailto:PruthviKumar.Totakura@dot.state.ma.us)>; Treanor, Christopher (DOT) <[Christopher.Treanor@dot.state.ma.us](mailto:Christopher.Treanor@dot.state.ma.us)>; Turner, Virginia (DOT) <[Virginia.Turner@dot.state.ma.us](mailto:Virginia.Turner@dot.state.ma.us)>; Ummadi, Ramakrishna (DOT) <[Ramakrishna.Ummadi@dot.state.ma.us](mailto:Ramakrishna.Ummadi@dot.state.ma.us)>; Uy, Lorraine (DOT) <[Lorraine.Uy@dot.state.ma.us](mailto:Lorraine.Uy@dot.state.ma.us)>; Valovcin, Darryl (DOT) <[Darryl.Valovcin@dot.state.ma.us](mailto:Darryl.Valovcin@dot.state.ma.us)>; Vaughn, Michelle (DOT) <[Michelle.Vaughn@dot.state.ma.us](mailto:Michelle.Vaughn@dot.state.ma.us)>; Warren, Aric (DOT) <[Aric.Warren@dot.state.ma.us](mailto:Aric.Warren@dot.state.ma.us)>; Withington, Mark (DOT) <[Mark.Withington@dot.state.ma.us](mailto:Mark.Withington@dot.state.ma.us)>; Witt, William (DOT) <[William.Witt@dot.state.ma.us](mailto:William.Witt@dot.state.ma.us)>; Yee, Bill (DOT) <[Bill.Yee@dot.state.ma.us](mailto:Bill.Yee@dot.state.ma.us)>; Young, Dana (DOT) <[Dana.Young@dot.state.ma.us](mailto:Dana.Young@dot.state.ma.us)>  
**Cc:** Kandel, Suman (DOT) <[Suman.Kandel@dot.state.ma.us](mailto:Suman.Kandel@dot.state.ma.us)>; Jean-Paul, Lesly (DOT) <[Lesly.Jean-Paul@dot.state.ma.us](mailto:Lesly.Jean-Paul@dot.state.ma.us)>; Rosenberg, Harri (DOT) <[harri.rosenberg@dot.state.ma.us](mailto:harri.rosenberg@dot.state.ma.us)>; Newberry, Jesse (DOT) <[Jesse.Newberry@dot.state.ma.us](mailto:Jesse.Newberry@dot.state.ma.us)>; Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)>; Witt, William (DOT) <[William.Witt@dot.state.ma.us](mailto:William.Witt@dot.state.ma.us)>; Ball, Dawn (DOT) <[Dawn.Ball@dot.state.ma.us](mailto:Dawn.Ball@dot.state.ma.us)>; Bedard, David (DOT) <[David.Bedard@dot.state.ma.us](mailto:David.Bedard@dot.state.ma.us)>; Tilley, James (DOT) <[James.Tilley@dot.state.ma.us](mailto:James.Tilley@dot.state.ma.us)>; Treanor, Christopher (DOT) <[Christopher.Treanor@dot.state.ma.us](mailto:Christopher.Treanor@dot.state.ma.us)>

**Subject:** SharePoint 2007 Upgrade to SharePoint Online Phase II

Hello SharePoint Users !

massDOT IT is currently upgrading the current SharePoint 2007 to a Microsoft SharePoint Online O365 environment by the end of June 2019, since the current environment will no longer be supported by Microsoft.

We are trying to minimize the impact to all site owners, Internal and External users with this new upgrade, therefore this migration is part of a three phase approach for this upgrade. The first phase of the project is currently underway with Phase 1 site owners currently in the User Acceptance Testing (UAT) stage.

The next phase of the project is to reach out to the second batch of Site Owners. The Site Owners on this distribution list have been designated for Phase 2 migration of the project.

For Phase 2, we have begun initial copying of the data to SharePoint Online and UAT is set to begin on 5/21/2019.

***There are tasks that must be completed by the site owners prior to UAT testing to ensure there is minimal impact to users. They are:***

1. The first is to make sure there are no documents that have been **“Checked Out”**. If there are, the last saved version will be migrated over and any updates to **“Check Out”** documents will be lost. Please make sure that all **“Checked Out”** documents have been **“Checked In”**.
2. The second is to make sure that any Workflow Instances that are currently **“In process”** status have been completed or stopped.

**NOTE: During the UAT testing, the site owners would need to be available to test and verify that their site is functioning as expected starting on Tuesday, 5/21/2019 through Monday, 5/27/2019. If a primary admin is not available during this time, please provide a secondary admin resource name to contact.**

**During the final Phase 2 migration of SharePoint 2007, the existing sites will only have READ ONLY ACCESS on 5/28/2019. During this time if you require to update any document, please copy/download those documents from SharePoint 2007 to a location (Network/Local Drive) where you can edit them. After the UAT Testing and full migration is complete, users can then upload the documents to their SharePoint Sites.**

In future e-mails we will be reaching out to all site owners and will be following up and providing status of project, URL's for testing and tasks needed to be completed before UAT begins.

Attached are two documents, the first is a site details sheet where you can find information about your site. The second, is a spreadsheet containing **“Checked Out”** documents that need to be **“Checked In”**.

If you have any questions or concerns please do not hesitate to contact Suman Kandel or myself.

Thank you,

Doug

**Doug Leccese**

SR. Business Analyst

E: [Douglas.Leccese@dot.state.ma.us](mailto:Douglas.Leccese@dot.state.ma.us)

P: 1 (857) 368-9807 (office)



**From:** [Boyle, Christopher \(DOT\)](#)  
**To:** [Brooks, Brian \(POL\)](#)  
**Subject:** FW: Potential Fraudulent ID  
**Date:** Tuesday, May 14, 2019 11:27:00 AM  
**Attachments:** [SUAZO, Alberto\\_AFIS.pdf](#)  
[SUAZO, Alberto\\_BOP.pdf](#)  
[SUAZO, Alberto\\_CLEAR.pdf](#)  
[SUAZO, Alberto\\_III.pdf](#)  
[SUAZO, Alberto\\_R1.pdf](#)  
[SUAZO, Alberto\\_WMS.pdf](#)  
[image002.png](#)  
[SUAZO, Alberto\\_Possible Fraudulent Identity Form.pdf](#)

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**From:** Chandler, Brittany (POL)  
**Sent:** Friday, May 10, 2019 2:53 PM  
**To:** Range, Scott (POL) <[scott.range@pol.state.ma.us](mailto:scott.range@pol.state.ma.us)>; Gallant, Steven (POL) <[Steven.Gallant@pol.state.ma.us](mailto:Steven.Gallant@pol.state.ma.us)>; Thibault, Amy (POL) <[amy.thibault@pol.state.ma.us](mailto:amy.thibault@pol.state.ma.us)>; Nolan, William J. (DOT) <[William.J.Nolan@dot.state.ma.us](mailto:William.J.Nolan@dot.state.ma.us)>; Smith, George (POL) <[george.smith@pol.state.ma.us](mailto:george.smith@pol.state.ma.us)>; Boyle, Christopher (POL) <[Christopher.Boyle@pol.state.ma.us](mailto:Christopher.Boyle@pol.state.ma.us)>; O'Leary, Sarah (POL) <[Sarah.OLeary@pol.state.ma.us](mailto:Sarah.OLeary@pol.state.ma.us)>  
**Subject:** Potential Fraudulent ID

Good Afternoon,

We received the below request from Bristol County Sheriff's Office. The subject appears to at one time held two MA Id's though one now only appears in issuance.

Requestors Name & contact info: Lt. Jeffrey M. Williams, (508) 995-6400, Ext 2170, [jeffreewilliams@bcso-ma.org](mailto:jeffreewilliams@bcso-ma.org)  
Subject's name & identifiers: SUAZO, Alberto, 12/05/1975, S19968054, 149-64-7616

Have a great weekend!

Respectfully,

**Brittany Chandler**  
Intelligence Analyst II  
Massachusetts State Police | Commonwealth Fusion Center  
470 Worcester Road, Framingham, MA 01702  
Phone: (508) 820-2233



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**From:** Commonwealth Fusion Center (POL)

**Sent:** Friday, May 10, 2019 2:49 PM  
**To:** Jeffrey Williams <[JEFFREYWILLIAMS@bcso-ma.org](mailto:JEFFREYWILLIAMS@bcso-ma.org)>  
**Subject:** RE: Alberto Suazo 12/5/75

Good Afternoon,

I ran the photo through facial recognition with negative results. However, I ran the aliases listed on the III through issuance and one potential result returned: Alberto Colon, DOB 12/05/1974, S62323121. The record has been significantly expired so it no longer appears in CJIS.

I searched him through the rest of the systems – most of the results seem to align with Alberto Suazo, DOB 12/05/1975. The SSN appears the same as well. Attached are all the documents.

Respectfully,

**Brittany Chandler**  
Intelligence Analyst II  
Massachusetts State Police | Commonwealth Fusion Center  
470 Worcester Road, Framingham, MA 01702  
Phone: (508) 820-2233



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**From:** Jeffrey Williams <[JEFFREYWILLIAMS@bcso-ma.org](mailto:JEFFREYWILLIAMS@bcso-ma.org)>  
**Sent:** Friday, May 10, 2019 1:20 PM  
**To:** Commonwealth Fusion Center (POL) <[fusion@pol.State.MA.US](mailto:fusion@pol.State.MA.US)>  
**Cc:** Jeffrey Williams <[JEFFREYWILLIAMS@bcso-ma.org](mailto:JEFFREYWILLIAMS@bcso-ma.org)>; nelsondegouveia <[nelsondegouveia@bcso-ma.org](mailto:nelsondegouveia@bcso-ma.org)>  
**Subject:** Alberto Suazo 12/5/75  
**Importance:** High

Good afternoon,

I am wondering if you could run facial rec of the photo attached above. This male subject gave us the name of Alberto Suazo Dob: 12/5/75 and a SS# 149-64-7616. He is showing a Massachusetts drivers license and a couple of alias`s. Any information you could supply would be great. He claims he was born in Puerto Rico.

Case#: 2019-0004 / Crime 90/25, imposter.

Thank you,

Lieutenant Jeffrey M. Williams  
Bristol County Sheriff's Office  
400 Faunce Corner Road  
North Dartmouth Ma. 02747  
Office: 508-995-6400 Ext 2170  
Fax: 508-9953507  
Email: [jeffreywilliams@bcso-ma.org](mailto:jeffreywilliams@bcso-ma.org)

**From:** [Burke, Robin \(DOT\)](#)  
**To:** [Mulcahy, Sheila \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Tuesday, May 14, 2019 11:22:00 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robin Burke  
Massachusetts Department of Transportation  
Human Resources  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8505

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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Tuesday, May 14, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Hill, Andrea L. \(DOT\)](#)  
**To:** [Nieto, German \(DOT\)](#); [Sloan, Kimberley \(DOT\)](#); [Negah, Shahpar \(DOT\)](#); [Chapman, Brian A. \(DOT\)](#); [Yee, Albert \(DWD\)](#); [Currier, Thomas H. \(DOT\)](#); [Shedd, David G. \(DOT\)](#); [Holland, Shawn S. \(DOT\)](#); [Belov, Aleksey N. \(DOT\)](#); [Bartus, Joshua D. \(DOT\)](#); [Cash, Lawrence J. \(DOT\)](#); [Lavallee, Carrie E. \(DOT\)](#)  
**Cc:** [Sen. Gautam \(DOT\)](#)  
**Subject:** FW: MassDOT Daily Online Articles Tuesday May 14, 2019.docx  
**Date:** Tuesday, May 14, 2019 11:05:27 AM  
**Attachments:** [MassDOT Daily Online Articles Tuesday May 14, 2019.docx](#)

---

---

**From:** Jessen, Klark (DOT) <Klark.Jessen@dot.state.ma.us>  
**Sent:** Tuesday, May 14, 2019 10:15 AM  
**To:** Jessen, Klark (DOT) <Klark.Jessen@dot.state.ma.us>  
**Subject:** MassDOT Daily Online Articles Tuesday May 14, 2019.docx

Today's MassDOT News.

Klark



**From:** [Spengler, Mark \(DOT\)](#)  
**To:** [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: FTE CAP vs Current FTE Report as of  
**Date:** Tuesday, May 14, 2019 10:16:00 AM  
**Attachments:** [CAP vs Actuals vs In-Process Report 5-14-19.xlsx](#)  
[image001.png](#)

---

**From:** Dionne, Robert (DOT)  
**Sent:** Tuesday, May 14, 2019 9:56 AM  
**To:** Spengler, Mark (DOT) <Mark.Spengler@dot.state.ma.us>; Constantine, Rashida (DOT) <Rashida.Constantine@dot.state.ma.us>; Johnson, Selina (DOT) <Selina.Johnson@dot.state.ma.us>  
**Cc:** Knosp, Matthew (DOT) <Matthew.Knosp@dot.state.ma.us>; Mulcahy, Sheila (DOT) <Sheila.Mulcahy@dot.state.ma.us>; Nguyen, Sylvia (DOT) <Sylvia.Nguyen@dot.state.ma.us>; Taylor, Robert J. (DOT) <Robert.J.Taylor@dot.state.ma.us>  
**Subject:** FTE CAP vs Current FTE Report as of

Good Morning All,

Please see the latest run of the FTE Cap vs Current FTE and In flight Requisitions. Please let me know if you have any questions regarding this report.

**Robert Dionne, SHRM-CP**  
**Massachusetts Department of Transportation**  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8545 | Fax 857.368.0601



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**From:** [Jessen, Klark \(DOT\)](#)  
**To:** [Jessen, Klark \(DOT\)](#)  
**Subject:** MassDOT Daily Online Articles Tuesday May 14, 2019.docx  
**Date:** Tuesday, May 14, 2019 10:14:48 AM  
**Attachments:** [MassDOT Daily Online Articles Tuesday May 14, 2019.docx](#)

---

Today's MassDOT News.

Klark

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [Spengler, Mark \(DOT\)](#); [Constantine, Rashida \(DOT\)](#); [Johnson, Selina \(DOT\)](#)  
**Cc:** [Knosp, Matthew \(DOT\)](#); [Mulcahy, Sheila \(DOT\)](#); [Nguyen, Sylvia \(DOT\)](#); [Taylor, Robert J. \(DOT\)](#)  
**Subject:** FTE CAP vs Current FTE Report as of  
**Date:** Tuesday, May 14, 2019 9:55:46 AM  
**Attachments:** [CAP vs Actuals vs In-Process Report 5-14-19.xlsx](#)  
[image001.png](#)

---

Good Morning All,

Please see the latest run of the FTE Cap vs Current FTE and In flight Requisitions. Please let me know if you have any questions regarding this report.

**Robert Dionne, SHRM-CP**  
**Massachusetts Department of Transportation**  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8545 | Fax 857.368.0601



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**From:** [Spengler, Mark \(DOT\)](#)  
**To:** [Bamonte, Matthew \(DOT\)](#)  
**Subject:** Req. Summary  
**Date:** Tuesday, May 14, 2019 9:25:00 AM  
**Attachments:** [5.14.19 Highway Requisition Summary.xlsx](#)  
[image002.png](#)

---

Here you go-

It has all of Highway's Requisitions so further filtering will pare it down.

Rob will join us regarding reporting and I'll ask Sheila as well.

**Mark N. Spengler**

**Massachusetts Department of Transportation**

Senior Human Resources Business Partner

10 Park Plaza – Suite 3170 | Boston, MA 02116

Tel 857.368.8537 | Mobile 857.283.9611 | Fax 857.368.0601



Questions about hiring? Visit <https://navigator.massdot.state.ma.us/>

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**From:** [Sullivan, Paul K. \(DOT\)](#)  
**To:** [Baldassaro, Bernard X. \(DOT\)](#)  
**Subject:** RE: Tuesday  
**Date:** Tuesday, May 14, 2019 9:17:00 AM

---

Thank you, Bernie

---

**From:** Baldassaro, Bernard X. (DOT)  
**Sent:** Tuesday, May 14, 2019 9:15 AM  
**To:** Sullivan, Paul K. (DOT)  
**Subject:** RE: Tuesday

Hi Paul,

You are approved to work until 3:30 pm to make up the time for this morning.

Thank You,  
-Bernie

---

**From:** Sullivan, Paul K. (DOT)  
**Sent:** Tuesday, May 14, 2019 9:09 AM  
**To:** Baldassaro, Bernard X. (DOT)  
**Subject:** Tuesday

Hi Bernie,

My I work until 330 today? I have a [REDACTED] and I did use some time this morning.

Thank you,  
Paul

---

**From:** Baldassaro, Bernard X. (DOT)  
**Sent:** Monday, May 13, 2019 11:27 AM  
**To:** Vieau, John L. (DOT); Klejna, Joseph A. (DOT); Flanagan, Joseph E. (DOT); Fekete, Elizabeth (DOT); Padilla, Alba (DOT); Maher, Ryan (DOT); Sullivan, Paul K. (DOT); O'Neill, Barbara M. (DOT); Hadley, Kimberly (DOT); Yates, Carolyn (DOT); Flanagan, Jenny (DOT); Griffin, William F. (DOT); Phelan, John V. (DOT)  
**Subject:** Microsoft Surface Pro Tablets

Good Morning Appraisal Section,

We have been offered the ability to have Microsoft Surface Pro tablets issued to members of our section who wish to have one. It includes a Bluetooth mouse, stylus pen, keyboard, and an Otter Box case. It also comes with a Verizon air card installed, so connectivity issues are virtually non-existent.

Really cool tablet; you can log in with facial recognition, a pin number, or a password. In my opinion this is a "must have" as it can provide access to our files from virtually anywhere while in the field!

Let me know if you're interested by Friday, May 17<sup>th</sup> and I will be submitting the requisitions by the beginning of the following week.

Thank You,

-Bernie

**Bernard X. Baldassaro**

**Appraisal Administrator**

*MassDOT - Highway Division*

**Right of Way Bureau**

**10 Park Plaza, Room 6160**

**Boston, MA 02116**

**(857) 368-9206 - Office**

**(617) 217-8632 - Cell**

email - [Bernard.Baldassaro@dot.state.ma.us](mailto:Bernard.Baldassaro@dot.state.ma.us)

**From:** [Baldassaro, Bernard X. \(DOT\)](#)  
**To:** [Sullivan, Paul K. \(DOT\)](#)  
**Subject:** RE: Tuesday  
**Date:** Tuesday, May 14, 2019 9:14:59 AM

---

Hi Paul,

You are approved to work until 3:30 pm to make up the time for this morning.

Thank You,  
-Bernie

---

**From:** Sullivan, Paul K. (DOT)  
**Sent:** Tuesday, May 14, 2019 9:09 AM  
**To:** Baldassaro, Bernard X. (DOT)  
**Subject:** Tuesday

Hi Bernie,

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Paul

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**Sent:** Monday, May 13, 2019 11:27 AM  
**To:** Vieau, John L. (DOT); Klejna, Joseph A. (DOT); Flanagan, Joseph E. (DOT); Fekete, Elizabeth (DOT); Padilla, Alba (DOT); Maher, Ryan (DOT); Sullivan, Paul K. (DOT); O'Neill, Barbara M. (DOT); Hadley, Kimberly (DOT); Yates, Carolyn (DOT); Flanagan, Jenny (DOT); Griffin, William F. (DOT); Phelan, John V. (DOT)  
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-Bernie

**Bernard X. Baldassaro**  
Appraisal Administrator  
*MassDOT - Highway Division*  
Right of Way Bureau

**10 Park Plaza, Room 6160**

**Boston, MA 02116**

**(857) 368-9206 - Office**

**(617) 217-8632 - Cell**

**email - [Bernard.Baldassaro@dot.state.ma.us](mailto:Bernard.Baldassaro@dot.state.ma.us)**



**From:** [Sullivan, Paul K. \(DOT\)](#)  
**To:** [Baldassaro, Bernard X. \(DOT\)](#)  
**Subject:** Tuesday  
**Date:** Tuesday, May 14, 2019 9:11:00 AM

---

Hi Bernie,

My I work until 330 today? I have a [REDACTED] and I did use some time this morning.

Thank you,

Paul

---

**From:** Baldassaro, Bernard X. (DOT)  
**Sent:** Monday, May 13, 2019 11:27 AM  
**To:** Vieau, John L. (DOT); Klejna, Joseph A. (DOT); Flanagan, Joseph E. (DOT); Fekete, Elizabeth (DOT); Padilla, Alba (DOT); Maher, Ryan (DOT); Sullivan, Paul K. (DOT); O'Neill, Barbara M. (DOT); Hadley, Kimberly (DOT); Yates, Carolyn (DOT); Flanagan, Jenny (DOT); Griffin, William F. (DOT); Phelan, John V. (DOT)  
**Subject:** Microsoft Surface Pro Tablets

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Thank You,

-Bernie

**Bernard X. Baldassaro**

**Appraisal Administrator**

**MassDOT - Highway Division**

**Right of Way Bureau**

**10 Park Plaza, Room 6160**

**Boston, MA 02116**

**(857) 368-9206 - Office**

**(617) 217-8632 - Cell**

**email - [Bernard.Baldassaro@dot.state.ma.us](mailto:Bernard.Baldassaro@dot.state.ma.us)**

From: Skip Brandt  
To: ILSA\_Boston@ilsa.org  
Subject: ILSA IntelNet: Fwd: [EXTERNAL MESSAGE] - Morning Headlines 5.14.19  
Date: Tuesday, May 14, 2019 8:07:00 AM

---

FYI

H Skip Brandt, CPP, CLSD, JP  
Director of Security  
Boston Park Plaza  
617 457 2358

---

From: MSA Intel <MSAINTEL@msasecurity.net>  
Sent: Tuesday May 14 2019 7 30 35 AM  
To: MSA Intel  
Subject: [EXTERNAL MESSAGE] - Morning Headlines 5.14.19



## MORNING HEADLINES

Officials from the Federal Bureau of Investigation (FBI) reportedly uncovered a "terror training camp" in Mason County, AL while executing a search warrant of the property last week. According to reports, the property was allegedly described as a "makeshift military-style obstacle course" in the FBI search warrant. Officials have also stated that the property is reportedly owned by 40-year-old Siraj Ibn Wahhaj, the man arrested in August 2018 at a New Mexico desert compound for allegedly training children to commit school shootings. Authorities have not yet revealed the exact connection between Wahhaj and the compound in Alabama. Federal law enforcement and intelligence agencies have continued to assess the upward-sloping trend of individuals being radicalized domestically and that "homegrown Islamist extremism" in the U.S. remains a primary concern. Authorities have stated that the threat of terrorism against the homeland, whether by the Islamic State of Iraq and al-Sham (ISIS), al-Qaeda or others, remains "severe" due to the continued financing and online support of terrorist groups.

### Domestic:

Judge Blocks Release of Coast Guard Officer Accused of Drafting Hit List

<https://www.cbsnews.com/news/christopher-hasson-coast-guard-accused-hit-list-remains-detained-judges-order-today-2019-05-13/>

San Francisco Considers Facial Recognition Ban Over Bias And Privacy Concerns

<https://www.cbsnews.com/news/facial-recognition-technology-san-francisco-considers-ban-over-bias-and-privacy-concerns/>

Man Charged With Murder in Machete Attack on Appalachian Trail in Virginia

<https://www.reuters.com/article/us-virginia-trail-crime/man-charged-with-murder-in-machete-attack-on-appalachian-trail-in-virginia-idUSKCN1S1H7>

FBI Uncovers Homegrown Terror Training Camp in Alabama

<https://cbsaustin.com/news/nation-world/fbi-uncovers-homegrown-terror-training-camp-in-alabama>

Police Look For Connections in Florida Hip-Hop Shootings

<https://apnews.com/77af10ee46404d3c819655abca187bb8>

### International:

WhatsApp Discovers "Targeted" Surveillance Attack

<https://www.bbc.com/news/technology-48262681>

First Assessment Blames Iran For Middle East Ship Explosions, Official Says

<https://www.foxnews.com/world/iran-middle-east-ship-explosions-assessment>

Anti-Semitic Crime in Germany up, Amid Uptick in Hate Crimes

<https://www.foxnews.com/world/anti-semitic-crime-in-germany-up-amid-uptick-in-hate-crimes>

Argentine Lawmaker Hector Olivares Dies After Being Shot

<https://www.bbc.com/news/world-latin-america-48254097>

Google Opens German Center to Improve Data Privacy

<https://apnews.com/290b47dfa64f4213bb4de870bffee79a>

France Reports Rise in Anti-LGBT Attacks, Other Infractions

<https://www.foxnews.com/world/france-reports-rise-in-anti-lgbt-attacks-other-infractions>

Sudan Crisis: Clashes in Khartoum Leave Seven Dead

<https://www.bbc.com/news/world-africa-48264876>

Four Ships "Sabotaged" in The Gulf of Oman Amid Tensions

<https://www.bbc.com/news/world-middle-east-48245204>

North Korea Demands Return of Ship Seized by U.S.

<https://www.bbc.com/news/world-asia-48263685>

Regards

MSA Intel | Office 212-509-1336 x 250 |

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**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Tuesday, May 14, 2019 7:02:30 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

---

---

**From:** Oracle Business Intelligence  
**Sent:** Tuesday, May 14, 2019 7:00:57 AM (UTC-05:00) Eastern Time (US & Canada)  
**Subject:** DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [REDACTED]  
**Subject:** Quincy PD Imposter arrest # [REDACTED]  
**Date:** Monday, May 13, 2019 11:05:02 PM  
**Attachments:** [20190512221856152.pdf](#)

---

ADA [REDACTED]

I will bring hard copies of everything on Friday but here are PDF copies (attached) of the following:

[REDACTED]

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Monday, May 13, 2019 10:34 PM  
**To:** [REDACTED]  
**Subject:** 20190512221856152.pdf

The content of this email is confidential and intended for the designated recipient specified above. If you are not the intended recipient, then you received this message by mistake. Please notify the sender of the mistake by replying to this message and then immediately delete it from your computer. It is strictly forbidden to share any part of this message with any third party, without written consent of the sender.

**From:** [REDACTED]  
**Subject:** RE: Access to DR Facial Rec photo run?  
**Date:** Monday, May 13, 2019 3:49:09 PM  
**Attachments:** [image001.png](#)

---

Darn. Ok. I need to see if [REDACTED] is going to assign this to anyone since they'd have to be the ones to request prints and send them to the lab. I'm in training this week, but I'll see what I can find out.

Sent with BlackBerry Work  
(www.blackberry.com)

---

**From:** [REDACTED]  
**Date:** Monday, May 13, 2019, 2:20 PM  
**To:** [REDACTED] <[\[REDACTED\]@ice.dhs.gov](mailto:[REDACTED]@ice.dhs.gov)>  
**Subject:** RE: Access to DR Facial Rec photo run?

Good Afternoon Debbie,

[REDACTED]

Respectfully Submitted,

[REDACTED]

---

**From:** [REDACTED] <[\[REDACTED\]@ice.dhs.gov](mailto:[REDACTED]@ice.dhs.gov)>  
**Sent:** Friday, May 10, 2019 2:00 PM  
**To:** [REDACTED]  
**Subject:** RE: Access to DR Facial Rec photo run?

Thank you, let me know how it goes.

---

**From:** [REDACTED]  
**Sent:** Friday, May 10, 2019 1:48 PM  
**To:** [REDACTED] <[\[REDACTED\]@ice.dhs.gov](mailto:[REDACTED]@ice.dhs.gov)>  
**Subject:** RE: Access to DR Facial Rec photo run?

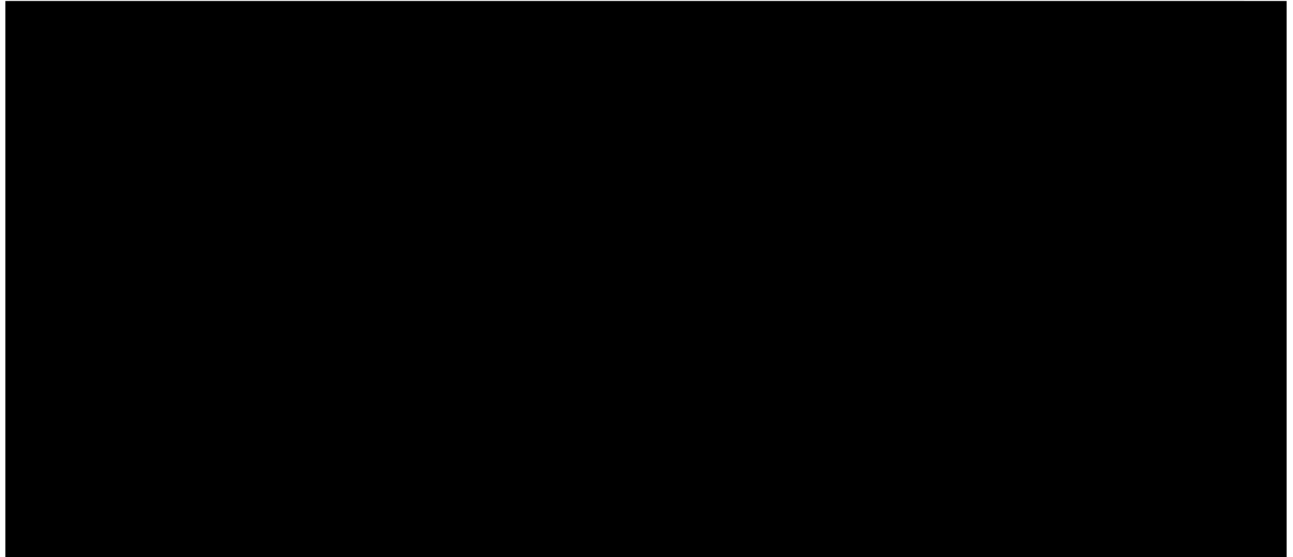
Thanks for all that info, this is so great. So as of right now I am going to charge him with 2 counts of 90/24B, both felonies:

- 1 count MGL Chap. 90 sec. 24B/A – Making false statements on an application for license permit or duplicate license.

- 1 count MGL Chap. 90 sec. 24 B/B – Acquiring ID, MA License, Permits or duplicate license using false statements on an application.

I will meet with him on Monday, confront him about his real ID and the put in a criminal application for the above charges.

But he also has open drug trafficking case from Boston PD.



Let me know your thoughts.

Respectfully Submitted,



---

**From:** [Redacted] [@ice.dhs.gov](mailto:[Redacted]@ice.dhs.gov)  
**Sent:** Friday, May 10, 2019 12:50 PM  
**To:** [Redacted]  
**Subject:** RE: Access to DR Facial Rec photo run?



---

**From:** [Redacted]  
**Sent:** Friday, May 10, 2019 11:16 AM  
**To:** [Redacted]  
**Subject:** RE: Access to DR Facial Rec photo run?

Ok I will fwd you the email I got.

Respectfully Submitted,

[Redacted signature block]

---

**From:** [Redacted] [@ice.dhs.gov](mailto:[Redacted]@ice.dhs.gov)  
**Sent:** Friday, May 10, 2019 11:14 AM  
**To:** [Redacted]  
**Subject:** RE: Access to DR Facial Rec photo run?

I don't have a connection down there, unfortunately. The turnaround is a few weeks anyway. If you send me the info you have, I can see what else I can do to try to ID him this afternoon.

---

**From:** [Redacted]  
**Sent:** Friday, May 10, 2019 11:05 AM  
**To:** [Redacted]  
**Subject:** Access to DR Facial Rec photo run?

Good Morning Deb,

[Redacted signature block]

Respectfully Submitted,

[Redacted signature block]



**From:** [David, Hannah \(DOT\)](#)  
**To:** [Ogilvie, Colleen \(DOT\)](#); [Primerano, John \(DOT\)](#); [Gleason, Margaret \(ATLAS\)](#)  
**Subject:** RE: May ESC deck assignments...  
**Date:** Monday, May 13, 2019 3:41:16 PM  
**Attachments:** [ATLAS ESC May 21 2019 V2 draft .pptx](#)

---

Updated 4 slides.

Hannah

## **Hannah David**

Atlas Project Team, Project Manager  
25 Newport Ave  
Quincy, MA 02171

---

**From:** Ogilvie, Colleen (DOT)  
**Sent:** Friday, May 10, 2019 7:27 PM  
**To:** David, Hannah (DOT) <Hannah.David@dot.state.ma.us>; Primerano, John (DOT) <John.Primerano@dot.state.ma.us>; Gleason, Margaret (ATLAS) <Margaret.Gleason@dot.state.ma.us>  
**Subject:** May ESC deck assignments...

Hi Everyone,

Attached is the draft outline of the ESC deck. I've made assignments on each slide. Our goal is to have a completed draft deck for Erin by close of business Weds, May 15. She is away next week at the AAMVA conference so we need to get it to her on Weds.

Last we spoke, we said we would do an update on testing. Secretary Pollack has asked for a Communications strategy update.-Ralph will prepare those slides.

Do we need to leave slide 7 where it is or should we move to the appendix?

Each of us should just send the revised slides assigned to us (and not the entire deck) to Hannah to compile.

Colleen

**From:** [Boyle, Christopher \(DOT\)](#)  
**To:** [REDACTED]  
**Subject:** FW: Altered Prints from Wayland PD  
**Date:** Monday, May 13, 2019 3:25:00 PM  
**Attachments:** [Framingham - Wayland Possible Fraud ID Form.pdf](#)  
[REDACTED]  
[image001.png](#)

---

Sergeant Christopher Boyle  
Massachusetts State Police  
Division of Homeland Security and Preparedness  
Fraud Identification Unit  
10 Park Plaza, 2<sup>nd</sup> Floor  
Boston, MA 02116  
[christopher.p.boyle@dot.state.ma.us](mailto:christopher.p.boyle@dot.state.ma.us)  
cell: 781-738-7286



---

**From:** Salvatore, Justin (POL)  
**Sent:** Monday, May 13, 2019 3:20 PM  
**To:** [REDACTED]  
**Subject:** RE: Altered Prints from Wayland PD

Good Afternoon,

[REDACTED]

Respectfully,

[REDACTED]

[REDACTED]

Good evening,

[REDACTED]

Using stolen identify:

SSN: [REDACTED]

Thank you,

[REDACTED]

---

From: [REDACTED]@pol.state.ma.us>

Sent: Monday, May 13, 2019 12:58 PM

To: [REDACTED]

Subject: RE [REDACTED]

Sir, I believe [REDACTED] was working on this. I'll check with him

---

From: [REDACTED]@pol.state.ma.us>

Sent: Monday, May 13, 2019 12:52 PM

To: [REDACTED]

Cc: Boyle, Christopher (POL) <[Christopher.Boyle@pol.state.ma.us](mailto:Christopher.Boyle@pol.state.ma.us)>; [REDACTED]

Subject: RE [REDACTED]

DLT Smith,

Great work on the print side by SIS.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] in case they know if the facial recognition was run. Again, sorry if I missed it (they've been a lot lately).

Thank you

---

**From:** [REDACTED]  
**Sent:** Sunday, May 12, 2019 1:20 PM  
**To:** [REDACTED]  
**Subject:** [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

All info delivered to Wayland PD upon completion of the latent searches and verifications on Saturday, May 11, 2019 at 4:20 PM.

Please see attached.

Thank you,

[REDACTED]

**From:** [REDACTED]  
**Subject:** RE: Potential Fraudulent ID  
**Date:** Monday, May 13, 2019 3:21:00 PM  
**Attachments:** [image001.png](#)  
[image005.png](#)

---

Sir,

I left you a vm on your office phone too; I have a little bit more information on this individual if you want to give me a call on my cell, [REDACTED]. Thank you.

Respectfully Submitted,

[REDACTED]

---

**From:** Boyle, Christopher (DOT)  
**Sent:** Monday, May 13, 2019 11:55 AM  
**To:** [REDACTED]  
**Subject:** FW: Potential Fraudulent ID

Danny,

Can you please do the normal checks, lock everything down etc.

Thanks,

Chris

Sergeant Christopher Boyle  
Massachusetts State Police  
Division of Homeland Security and Preparedness  
Fraud Identification Unit  
10 Park Plaza, 2<sup>nd</sup> Floor  
Boston, MA 02116  
[christopher.p.boyle@dot.state.ma.us](mailto:christopher.p.boyle@dot.state.ma.us)  
cell: 781-738-7286



---

**From:** [REDACTED] (POL)  
**Sent:** Friday, May 10, 2019 2:53 PM  
**To:** [REDACTED] (POL)  
**Subject:** Potential Fraudulent ID

Good Afternoon,

We received the below request from Bristol County Sheriff's Office. [REDACTED]  
[REDACTED]

Requestors Name & contact info: [REDACTED],  
[REDACTED] [@bcso-ma.org](mailto:[REDACTED]@bcso-ma.org)  
Subject's name & identifiers: [REDACTED], [REDACTED], SI [REDACTED]

Have a great weekend!

Respectfully,

[REDACTED]



CONFIDENTIALITY NOTICE: The information contained in this email and any attachment is privileged and confidential law enforcement information. If you are not the intended recipient, you are hereby notified that any disclosure, dissemination, or copying of this communication is strictly prohibited. If you have received this email in error, please call (978) 451-3700 immediately.

---

**From:** Commonwealth Fusion Center (POL)  
**Sent:** Friday, May 10, 2019 2:49 PM  
**To:** [REDACTED]@bcso-ma.org>  
**Subject:** RE: [REDACTED]

Good Afternoon,

[REDACTED]

[REDACTED] Attached are all the documents.

Respectfully,

[REDACTED]



CONFIDENTIALITY NOTICE: The information contained in this email and any attachment is privileged and confidential law enforcement information. If you are not the intended recipient, you are hereby notified that any disclosure, dissemination, or copying of this communication is strictly prohibited. If you have received this email in error, please call (978) 451-3700 immediately.

---

**From:** [REDACTED] <[\[REDACTED\]@bcso-ma.org](mailto:[REDACTED]@bcso-ma.org)>

**Sent:** Friday, May 10, 2019 1:20 PM

**To:** Commonwealth Fusion Center (POL) <[fusion@pol.State.MA.US](mailto:fusion@pol.State.MA.US)>

**Cc:** [REDACTED]

**Subject:** [REDACTED]

**Importance:** High

Good afternoon,

I am wondering if you could run facial rec of the photo attached above. This male subject gave us the name of [REDACTED] Dob [REDACTED] and a SS# [REDACTED]

Case#: [REDACTED] / Crime 90/25, imposter.

Thank you,

[REDACTED]

**From:** [REDACTED]  
**Subject:** RE: [REDACTED]  
**Date:** Monday, May 13, 2019 3:20:14 PM  
**Attachments:** [Framingham - Wayland Possible Fraud ID Form.pdf](#)  
[REDACTED].pdf

---

Good Afternoon,

[REDACTED]

I have attached the R1 for the possible match, as well as the Fraud ID form. Below is the original email from the Framingham Detective.

Respectfully,

[REDACTED]

*Good evening,*

[REDACTED]

*Using stolen identify:*

[REDACTED]  
SSN: [REDACTED]

*Thank you,*

[REDACTED]

---

**From:** [REDACTED]@pol.state.ma.us>  
**Sent:** Monday, May 13, 2019 12:58 PM  
**To** [REDACTED] (POL)



[Redacted]

**Subject:** RE [Redacted]

Sir, I believe [Redacted] was working on this. I'll check with him

---

**From:** [Redacted] <[\[Redacted\]@pol.state.ma.us](mailto:[Redacted]@pol.state.ma.us)>

**Sent:** Monday, May 13, 2019 12:52 PM

**To:** [Redacted]

**Cc:** Boyle, Christopher (POL) <[Christopher.Boyle@pol.state.ma.us](mailto:Christopher.Boyle@pol.state.ma.us)>; [Redacted]

[Redacted] >

**Subject:** RE [Redacted] from Wayland PD

[Redacted]

[Redacted]

[Redacted]

[Redacted] in case they know if the facial recognition was run. Again, sorry if I missed it (they've been a lot lately).

Thank you

---

**From:** [Redacted] (POL)

**Sent:** Sunday, May 12, 2019 1:20 PM

**To:** [Redacted]

**Subject:** [Redacted]

[Redacted]

[Redacted]

[Redacted]

All records merged to MA SID# [Redacted].

All info delivered to Wayland PD upon completion of the latent searches and verifications on Saturday, May 11, 2019 at 4:20 PM.

Please see attached.

Thank you,



**From:** [David, Hannah \(DOT\)](#)  
**To:** [Valente, Ralph \(DOT\)](#)  
**Subject:** Communication slides  
**Date:** Monday, May 13, 2019 2:39:32 PM  
**Attachments:** [ATLAS ESC May 21 2019 V2 draft .pptx](#)

---

Ralph,

Kindly let me know if you have completed the communication slides.

Send them to me only after Colleen review's them.

Thanks,

**Hannah David**

Atlas Project Team, Project Manager  
25 Newport Ave  
Quincy, MA 02171

**From:** [Klejna, Joseph A. \(DOT\)](#)  
**To:** [Baldassaro, Bernard X. \(DOT\)](#)  
**Subject:** RE: Microsoft Surface Pro Tablets  
**Date:** Monday, May 13, 2019 2:18:00 PM

---

Hi Bernie,

I'll take one.

Thanks,

Joe Klejna

---

**From:** Baldassaro, Bernard X. (DOT)  
**Sent:** Monday, May 13, 2019 11:27 AM  
**To:** Vieau, John L. (DOT); Klejna, Joseph A. (DOT); Flanagan, Joseph E. (DOT); Fekete, Elizabeth (DOT); Padilla, Alba (DOT); Maher, Ryan (DOT); Sullivan, Paul K. (DOT); O'Neill, Barbara M. (DOT); Hadley, Kimberly (DOT); Yates, Carolyn (DOT); Flanagan, Jenny (DOT); Griffin, William F. (DOT); Phelan, John V. (DOT)  
**Subject:** Microsoft Surface Pro Tablets

Good Morning Appraisal Section,

We have been offered the ability to have Microsoft Surface Pro tablets issued to members of our section who wish to have one. It includes a Bluetooth mouse, stylus pen, keyboard, and an Otter Box case. It also comes with a Verizon air card installed, so connectivity issues are virtually non-existent.

Really cool tablet; you can log in with facial recognition, a pin number, or a password. In my opinion this is a "must have" as it can provide access to our files from virtually anywhere while in the field!

Let me know if you're interested by Friday, May 17<sup>th</sup> and I will be submitting the requisitions by the beginning of the following week.

Thank You,

-Bernie

**Bernard X. Baldassaro**

**Appraisal Administrator**

**MassDOT - Highway Division**

**Right of Way Bureau**

**10 Park Plaza, Room 6160**

**Boston, MA 02116**

**(857) 368-9206 - Office**

**(617) 217-8632 - Cell**

email - [Bernard.Baldassaro@dot.state.ma.us](mailto:Bernard.Baldassaro@dot.state.ma.us)

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** RE: Access to DR Facial Rec photo run?  
**Date:** Monday, May 13, 2019 2:14:00 PM  
**Attachments:** [image001.png](#)

---

Good Afternoon [REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED] Let me know what you think. Thanks again  
for your help.

Respectfully Submitted,

[REDACTED]

---

**From:** [REDACTED]@ice.dhs.gov]  
**Sent:** Friday, May 10, 2019 2:00 PM  
**To:** [REDACTED]  
**Subject:** RE: Access to DR Facial Rec photo run?

Thank you, let me know how it goes.

---

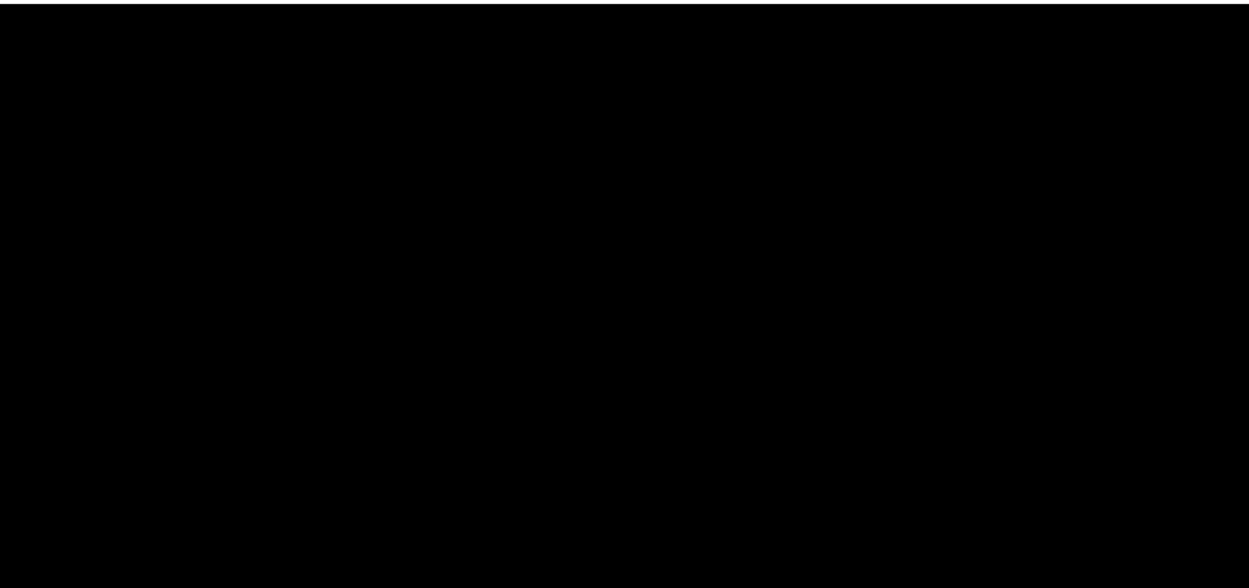
**From:** [REDACTED]@state.ma.us>  
**Sent:** Friday, May 10, 2019 1:48 PM  
**To:** [REDACTED]@ice.dhs.gov>  
**Subject:** RE: Access to DR Facial Rec photo run?

Thanks for all that info, this is so great. So as of right now I am going to charge him with 2 counts of 90/24B, both felonies:

- 1 count MGL Chap. 90 sec. 24B/A – Making false statements on an application for license permit or duplicate license.
- 1 count MGL Chap. 90 sec. 24 B/B – Acquiring ID, MA License, Permits or duplicate license using false statements on an application.

I will meet with him on Monday, confront him about his real ID and the put in a criminal application for the above charges.

But he also has open drug trafficking case from Boston PD.



Let me know your thoughts.

Respectfully Submitted,

[Redacted signature block]

---

**From:** [Redacted]@ice.dhs.gov  
**Sent:** Friday, May 10, 2019 12:50 PM  
**To:** [Redacted]  
**Subject:** RE: Access to DR Facial Rec photo run?

[Redacted text block]

---

**From:** [Redacted]  
**Sent:** Friday, May 10, 2019 11:16 AM  
**To:** [Redacted]@ice.dhs.gov  
**Subject:** RE: Access to DR Facial Rec photo run?

Ok I will fwd you the email I got.

Respectfully Submitted,

[Redacted signature block]

[Redacted]

---

**From:** [Redacted] [@ice.dhs.gov](mailto:[Redacted]@ice.dhs.gov)  
**Sent:** Friday, May 10, 2019 11:14 AM  
**To:** [Redacted]  
**Subject:** RE: Access to DR Facial Rec photo run?

I don't have a connection down there, unfortunately. The turnaround is a few weeks anyway. If you send me the info you have, I can see what else I can do to try to ID him this afternoon.

---

**From:** [Redacted]  
**Sent:** Friday, May 10, 2019 11:05 AM  
**To:** [Redacted] [@ice.dhs.gov](mailto:[Redacted]@ice.dhs.gov)>  
**Subject:** Access to DR Facial Rec photo run?

Good Morning Deb,

[Redacted]

Respectfully Submitted,

[Redacted]

**From:** [REDACTED]  
[REDACTED]  
[REDACTED]  
**Subject:** RE: [REDACTED]  
**Date:** Monday, May 13, 2019 1:28:23 PM

---

Thanks Lt [REDACTED]

---

**From:** [REDACTED] (POL)  
**Sent:** Monday, May 13, 2019 1:08 PM  
**To:** [REDACTED] (POL)  
**Cc:** [REDACTED]  
**Subject:** RE: [REDACTED] from Wayland PD

Sirs / Ma'am, Justin was working on this. He did do facial rec. I will put him in touch with Lt [REDACTED] when he gets in.

---

**From:** [REDACTED] (POL) [REDACTED]@pol.state.ma.us>  
**Sent:** Monday, May 13, 2019 1:03 PM  
**To:** [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
**Subject:** Re: [REDACTED]

Hello Major,  
  
I'm sure if facial recognition has been done yet, but I will forward all info today and make sure it is received for facial recognition.

Thank you

Sent from my iPhone

On May 13, 2019, at 12:57 PM, [REDACTED]@pol.state.ma.us> wrote:

Sir, I believe [REDACTED] was working on this. I'll check with him

---

**From:** [REDACTED]@pol.state.ma.us>  
**Sent:** Monday, May 13, 2019 12:52 PM  
**To:** [REDACTED]  
[REDACTED]  
[REDACTED]  
**Subject:** RE: [REDACTED]

[REDACTED],



[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED] in case they know if the facial recognition was run. Again, sorry if I missed it (they've been a lot lately).

Thank you

---

**From:** [REDACTED] (POL)  
**Sent:** Sunday, May 12, 2019 1:20 PM  
**To:** [REDACTED] (POL)  
**Subject:** [REDACTED] from Wayland PD

[REDACTED]

[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]

All records merged to MA SID# [REDACTED].

All info delivered to Wayland PD upon completion of the latent searches and verifications on Saturday, May 11, 2019 at 4:20 PM.

Please see attached.

Thank you,

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

**From:** [REDACTED]  
**Subject:** RE: Identity assistance  
**Date:** Monday, May 13, 2019 1:20:00 PM

---

[REDACTED]

[REDACTED]

I tried calling you. Call me if it's easier to discuss. Thanks.

Respectfully Submitted,

[REDACTED]

---

**From:** [REDACTED] (DTA)  
**Sent:** Wednesday, April 24, 2019 2:24 PM  
**To:** [REDACTED]  
**Subject:** Identity assistance

Hello Danny:

[REDACTED]

[REDACTED]

[REDACTED] Hopefully, once you open the attached, it will give you a better idea of what I'm talking about. No rush!

If it gets to complicated, please don't hesitate to contact me.

Respectfully,

[REDACTED]

[REDACTED]

[REDACTED]

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you are not the intended recipient you are notified that disclosing, copying, distributing or taking any action in reliance on the contents of this information is strictly prohibited.

**From:** [REDACTED]  
[REDACTED]  
[REDACTED]  
**Subject:** RE [REDACTED] from Wayland PD  
**Date:** Monday, May 13, 2019 1:07:47 PM

---

Sirs / Ma'am, [REDACTED] was working on this. He did do facial rec. I will put him in touch with Lt Smith when he gets in.

---

**From:** [REDACTED]@pol.state.ma.us>  
**Sent:** Monday, May 13, 2019 1:03 PM  
**To:** [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
**Subject:** Re [REDACTED] from Wayland PD

Hello Major,

I'm sure if facial recognition has been done yet, but I will forward all info today and make sure it is received for facial recognition.

Thank you

Sent from my iPhone

On May 13, 2019, at 12:57 PM, [REDACTED]@pol.state.ma.us> wrote:

Sir, I believe [REDACTED] was working on this. I'll check with him

---

**From:** [REDACTED]@pol.state.ma.us>  
**Sent:** Monday, May 13, 2019 12:52 PM  
**To:** [REDACTED]  
[REDACTED]  
**Cc:** Boyle, Christopher (POL) <[Christopher.Boyle@pol.state.ma.us](mailto:Christopher.Boyle@pol.state.ma.us)> [REDACTED]  
[REDACTED] >  
**Subject:** RE: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED] in case they know if the facial

recognition was run. Again, sorry if I missed it (they've been a lot lately).

Thank you

---

**From:** [REDACTED] (POL)  
**Sent:** Sunday, May 12, 2019 1:20 PM  
**To:** [REDACTED] (POL)  
**Subject:** [REDACTED] from Wayland PD

[REDACTED]

[REDACTED]

[REDACTED]

All records merged to MA SID# [REDACTED]

All info delivered to Wayland PD upon completion of the latent searches and verifications on Saturday, May 11, 2019 at 4:20 PM.

Please see attached.

Thank you,

[REDACTED]

**From:** [REDACTED]  
**Subject:** Re: [REDACTED] from Wayland PD  
**Date:** Monday, May 13, 2019 1:02:51 PM

---

Hello Major,

I'm sure if facial recognition has been done yet, but I will forward all info today and make sure it is received for facial recognition.

Thank you

Sent from my iPhone

On May 13, 2019, at 12:57 PM, [REDACTED] <[\[REDACTED\]@pol.state.ma.us](mailto:[REDACTED]@pol.state.ma.us)> wrote:

Sir, I believe [REDACTED] was working on this. I'll check with him

---

**From:** [REDACTED] <[\[REDACTED\]@pol.state.ma.us](mailto:[REDACTED]@pol.state.ma.us)>

**Sent:** Monday, May 13, 2019 12:52 PM

**To:** [REDACTED]

**Cc:** Boyle, Christopher (POL) <[Christopher.Boyle@pol.state.ma.us](mailto:Christopher.Boyle@pol.state.ma.us)>

**Subject:** RE [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] in case they know if the facial recognition was run. Again, sorry if I missed it (they've been a lot lately).

Thank you

---

**From:** [REDACTED] (POL)

**Sent:** Sunday, May 12, 2019 1:20 PM

**To:** [REDACTED] (POL)

**Subject:** [REDACTED] from Wayland PD

[REDACTED]

[REDACTED]

[REDACTED]

All records merged to MA SID# [REDACTED]

All info delivered to Wayland PD upon completion of the latent searches and verifications on Saturday, May 11, 2019 at 4:20 PM.

Please see attached.

Thank you,

[REDACTED]

**From:** [Sullivan, Paul K. \(DOT\)](#)  
**To:** [Baldassaro, Bernard X. \(DOT\)](#)  
**Subject:** monday  
**Date:** Monday, May 13, 2019 1:00:00 PM

---

Sorry, I will be using an hour.....

---

**From:** Baldassaro, Bernard X. (DOT)  
**Sent:** Monday, May 13, 2019 11:27 AM  
**To:** Vieau, John L. (DOT); Klejna, Joseph A. (DOT); Flanagan, Joseph E. (DOT); Fekete, Elizabeth (DOT); Padilla, Alba (DOT); Maher, Ryan (DOT); Sullivan, Paul K. (DOT); O'Neill, Barbara M. (DOT); Hadley, Kimberly (DOT); Yates, Carolyn (DOT); Flanagan, Jenny (DOT); Griffin, William F. (DOT); Phelan, John V. (DOT)  
**Subject:** Microsoft Surface Pro Tablets

Good Morning Appraisal Section,

We have been offered the ability to have Microsoft Surface Pro tablets issued to members of our section who wish to have one. It includes a Bluetooth mouse, stylus pen, keyboard, and an Otter Box case. It also comes with a Verizon air card installed, so connectivity issues are virtually non-existent.

Really cool tablet; you can log in with facial recognition, a pin number, or a password. In my opinion this is a "must have" as it can provide access to our files from virtually anywhere while in the field!

Let me know if you're interested by Friday, May 17<sup>th</sup> and I will be submitting the requisitions by the beginning of the following week.

Thank You,  
-Bernie

**Bernard X. Baldassaro**  
**Appraisal Administrator**  
*MassDOT - Highway Division*  
**Right of Way Bureau**  
**10 Park Plaza, Room 6160**  
**Boston, MA 02116**  
**(857) 368-9206 - Office**  
**(617) 217-8632 - Cell**  
email - [Bernard.Baldassaro@dot.state.ma.us](mailto:Bernard.Baldassaro@dot.state.ma.us)



**From:** [REDACTED]  
**Subject:** RE: [REDACTED]  
**Date:** Monday, May 13, 2019 12:57:42 PM

---

Sir, I believe [REDACTED] was working on this. I'll check with him

---

**From:** [REDACTED]@pol.state.ma.us>

**Sent:** Monday, May 13, 2019 12:52 PM

**To:** [REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]

**Subject:** RE: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED] in case they know if the facial recognition was run. Again, sorry if I missed it (they've been a lot lately).

Thank you

---

**From:** [REDACTED] (POL)  
**Sent:** Sunday, May 12, 2019 1:20 PM  
**To:** [REDACTED] (POL)  
**Subject:** [REDACTED]

[REDACTED]

[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]

All records merged to MA SID# [REDACTED]

All info delivered to Wayland PD upon completion of the latent searches and verifications on Saturday, May 11, 2019 at 4:20 PM.

Please see attached.

Thank you,



**From:** [REDACTED]  
[REDACTED]  
[REDACTED]  
**Subject:** RE: [REDACTED]  
**Date:** Monday, May 13, 2019 12:52:10 PM

---

[REDACTED]

[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED] in case they know if the facial recognition was run. Again, sorry if I missed it (they've been a lot lately).

Thank you

---

**From:** [REDACTED] (POL)  
**Sent:** Sunday, May 12, 2019 1:20 PM  
**To:** [REDACTED] (POL)  
**Subject:** [REDACTED]

[REDACTED]

[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]

All info delivered to Wayland PD upon completion of the latent searches and verifications on Saturday, May 11, 2019 at 4:20 PM.

Please see attached.

Thank you,

[REDACTED]  
[REDACTED]



**From:** [Padilla, Alba \(DOT\)](#)  
**To:** [Baldassaro, Bernard X. \(DOT\)](#)  
**Subject:** RE: Microsoft Surface Pro Tablets  
**Date:** Monday, May 13, 2019 12:35:00 PM

---

Hi Bernie,

Yes. Thanks

AP

---

**From:** Baldassaro, Bernard X. (DOT)  
**Sent:** Monday, May 13, 2019 11:27 AM  
**To:** Vieau, John L. (DOT); Klejna, Joseph A. (DOT); Flanagan, Joseph E. (DOT); Fekete, Elizabeth (DOT); Padilla, Alba (DOT); Maher, Ryan (DOT); Sullivan, Paul K. (DOT); O'Neill, Barbara M. (DOT); Hadley, Kimberly (DOT); Yates, Carolyn (DOT); Flanagan, Jenny (DOT); Griffin, William F. (DOT); Phelan, John V. (DOT)  
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Thank You,  
-Bernie

**Bernard X. Baldassaro**  
**Appraisal Administrator**  
*MassDOT - Highway Division*  
**Right of Way Bureau**  
**10 Park Plaza, Room 6160**  
**Boston, MA 02116**  
**(857) 368-9206 - Office**  
**(617) 217-8632 - Cell**  
email - [Bernard.Baldassaro@dot.state.ma.us](mailto:Bernard.Baldassaro@dot.state.ma.us)

**From:** [Sullivan, Paul K. \(DOT\)](#)  
**To:** [Baldassaro, Bernard X. \(DOT\)](#)  
**Date:** Monday, May 13, 2019 12:30:00 PM

---

Hi Bernie,

I won't be using any time today.

FYI: I will be out Wednesday and Thursday and back in Friday.

Take care,

Paul

---

**From:** Baldassaro, Bernard X. (DOT)  
**Sent:** Monday, May 13, 2019 11:27 AM  
**To:** Vieau, John L. (DOT); Klejna, Joseph A. (DOT); Flanagan, Joseph E. (DOT); Fekete, Elizabeth (DOT); Padilla, Alba (DOT); Maher, Ryan (DOT); Sullivan, Paul K. (DOT); O'Neill, Barbara M. (DOT); Hadley, Kimberly (DOT); Yates, Carolyn (DOT); Flanagan, Jenny (DOT); Griffin, William F. (DOT); Phelan, John V. (DOT)  
**Subject:** Microsoft Surface Pro Tablets

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Thank You,

-Bernie

**Bernard X. Baldassaro**

**Appraisal Administrator**

**MassDOT - Highway Division**

**Right of Way Bureau**

**10 Park Plaza, Room 6160**

**Boston, MA 02116**

**(857) 368-9206 - Office**

**(617) 217-8632 - Cell**

email - [Bernard.Baldassaro@dot.state.ma.us](mailto:Bernard.Baldassaro@dot.state.ma.us)

From: Elias\_Bart  
To: Elias\_Bart; c330231@vne.edu; slsy.adler@gmail.com; gb1512@ic.ac.uk; heidi@falgroup.ic.com; BOWEN@erau.edu; wilbrow@umes.edu; Owen.Bruce@faa.gov; ebushman101@gmail.com; sean.cusson@gmail.com; ddivekaran@nodot.gov; H.Doros@gmail.com; hradfalcait@gmail.com; J.gardner@jhu.edu; D.Hebbeck@ExperienceIDEA.com; sarahkleshood@gmail.com; benjamin.lacy@evc.ctc.com; gael.ebris@gmail.com; Maura.Lohrenz@dot.gov; smurphy@dalbasin.rpb.com; Tnet@aspsf.bg.ac.rs; dlckevanman@post.com; roshome@burnsmot.com; milcent.parker@modot.mo.gov; mpostconsulting@aol.com; mssey.rudin.brown@tsb-ist.gc.ca; cs330231@vne.edu; rfs.ljnc@time.com; bh.ram@mitre.org; paul.widish@navy.mil; sawilkns@mitre.org; nrmw@brevton.net  
Cc: kayosh@yahoo.com; blomme.georges@gmail.com; Tanja.Bolk@gmail.com; robert.carter@caberton.com; nathan.nan.chen@gmail.com; sean.cusson@gmail.com; jstfrussel@gmail.com; msagan@bhmh.com; wfan7@unc.edu; dfrwald@gmail.com; mansh.george@yahoo.com; sagercher@nas.edu; heather.basper@hjalaska.net; thecodecoach@gmail.com; M.Kyrakidis@tudeft.nl; SMI23@cornel.edu; Kenneth.Miller@faa.gov; walabat.nassar@gmail.com; Aymeric.Pune2014@northwestern.edu; jtagg@nps.gov; Tschultze@nas.edu; jill.sodia@jaco-3.com; jfsm@hhs.gov; sarahkleshood@modot.mo.gov; gela.adriana.ed.; mll.jhr.e.ster.ed.; j.hira@bvtmail.com; janderz@ml.ed.; jsh621@yahoo.com; j.m.crites@hrl.net; rdonovelli@im.com; w.f.nielsen@gmail.com; cheykovaylova@gmail.com; pav@ic.ac.uk; jff.roed@aviator.us; efrandes@gmail.com; alison.campos@tsb-ist.gc.ca; Maura.Lohrenz@dot.gov; blomme.georges@gmail.com; blomme.georges@ama.com; m.studic11@imperial.ac.uk; anadawn@umich.edu; Ernesto.Acosta@tsa.dhs.gov; yarova.barr@bened.ct.edu; Garrity.Michael(DOT); s-das@tll.tamu.edu; matt@acconline.org; mpostconsulting@aol.com; stphens@ferrossarchitects.com; antonio.massy@duke.edu; rfs.ljnc@time.com; kiyag@nodot.gov; stowen.m.young@hill.nass.gov; dajaynes@bva.gov; jaybir.hussain@ndtalia.edu; jimmy.verma@ndsu.edu; jaskaw@dot.gov; jaid@tll.thorvallic.com; blomme.georges@gmail.com; blomme.georges@gmail.com; jayk@bismarck.gov; jayk@bismarck.gov; david.marshall@navcanada.ca; jrb@airdirt.org; jds@evsolutionsinc.com; a.sensford@gmail.com; c.g.sensford@trasson.com; nrmw@brevton.net; kayosh@yahoo.com; ebushman101@gmail.com; chs.garcia@faa.gov; kayobk@ivt.edu; ejc@ant@mac.com; cst@l@bunl.edu; milcent.parker@modot.mo.gov; ddivekaran@nodot.gov; lnx@updel.edu; g.tamasi@nas.gov; sterling.wiggins@faa.gov; sterling.wiggins@faa.gov; sterling.wiggins@faa.gov; smaj@hnon@rl.edu; s@hmed@mitre.org; geoff.as.ir@gmail.com; nrl@nas.mass.edu; g.1512@ic.ac.; i.ro.n@mes.ed.; ryan.nally@gmail.com; michael.lo.dere@gmail.com; ros.orne@mmmod.com; she.don.das@bismarck.gov; j.rz@bionilla@comcast.net; david.dima@bairch.net; j.mirsky@dot.gov; sarahkleshood@gmail.com; jdemaris@bva.montreal.gc.ca; smurphy@dalbasin.rpb.com; hrd@faa.csl@time.com; peter@evsodot.wa.gov; slsy.adler@gmail.com; dlckevanman@airport.com; lanna.almond@aol.com; jborow@ed.tamu.edu; patel.3156@buckeyema.losu.edu; sawilkns@mitre.org; gregory.vermon@myaa.com; roosemary@mmua.com; dlitter@saconny.net; wesley.m.t.estead@faa.gov; dquanyanwu@umes.edu; hugodwin@umes.edu; akosaka@transsecure.us; techancelor@airairport.com; dkipp@burns-group.com; troy@windroseaviation.com; troy@windroseaviation.com

**Subject:** AV090 Comm ttee Call-In  
**Date:** Monday May 13 2019 12:03:22 PM  
**Attachments:** image002.png

Members and Friends of the TRB AV090 Committee  
We will hold our May call-in next Tuesday (May 21) at 2pm EDT. Here are the call-in details

- USA Toll-Free 866-528-2256
- USA Caller Paid 216-706-7052
- For Other Countries [https://www.teleconference.att.com/servelet/glbAccess?process\\_1&accessCode\\_4022090&accessNumber\\_2167067052#C2](https://www.teleconference.att.com/servelet/glbAccess?process_1&accessCode_4022090&accessNumber_2167067052#C2)
- Access Code [REDACTED]

The main topic of discussion will be to refine and prioritize our session ideas for the 2020 Annual Meeting

<p>Airport Response to Unmanned Aircraft Sightings</p> <p>Sightings of drones near airports have significantly disrupted flight operations in some instances. FAA has been working with airports to test technologies for drone detection. Recent legislation passed in the United States authorizes federal homeland security and law enforcement agencies to disable or destroy drones that threaten critical infrastructure and a number of commercial drone countermeasures have been developed. A number of military counter-drone systems are being evaluated for possible use to protect civil airports and other critical infrastructure. This session will explore the issues surrounding UAS interference with airport operations from the perspectives of airports, law enforcement and security, and regulatory agencies.</p>	<p>Challenges and Opportunity for Leveraging Technology towards Enhanced Airport Security through Situational Awareness</p> <p>Facial Recognition and Social Media Monitoring are two emerging technologies that have the potential to offer airport emergency and security officers powerful tools to identify prepare for mitigate against and to prevent security related incidences at our nation's airports. Whether monitoring flow of information through structured and stable networks of "friends" for ad-hoc members joining networks seeking information during times of crisis or screening in real-time all persons entering an airport or ancillary building, these technologies are or are nearly available on the commercial market. There are however legal and practical questions that will need to be addressed prior to their deployment. These questions range from underlying effectiveness, capacity to integrate with threat assessment methods, legality of various surveillance programs and underlying desire of airport emergency management and security officials to engage with these technologies.</p>	<p>Safety Aspects of Aircraft Automation and Systems Complexity</p> <p>In recent years, transport airplane accidents have changed to include many more systems and automation causes. In general, these systems have resulted in overall improved safety. Yet questions about systems and automation remain. Recent transport aircraft accidents indicate that a single failed sensor can lead to a catastrophic outcome. What are the implications for the aviation community in operating these complex aircraft in terms of design, certification, training and operations? This panel will address these challenges by including perspectives from regulators, operators, and safety investigators and consultants.</p>	<p>Coordination of Federal, State, and Local Airport Security Assets and Emergency Response in Public Areas of Airports</p> <p>In light of recent international and domestic security events in public areas of airports (i.e. outside of secured or restricted areas), this panel would explore emerging research and technology needs and airport best practices to address deterrence, threat mitigation, and incident response. It will explore surveillance technology utilization and real-time situation awareness and incident response. It will discuss roles and collaboration among law enforcement, TSA, and airport security and emergency response assets. It will also explore strategies to mitigate existing vulnerabilities (e.g. airport screening and airline ticket counter queues).</p>
---	--	---	---

I hope you can join the discussion.  
Thanks  
Bart



Bart Elias, Ph.D.  
Specialist in Aviation Safety, Security, and Technology  
Congressional Research Service  
Resources, Science, and Industry Division  
Library of Congress  
Washington DC 20540-7540

p. 202-707-7771  
f. 202-707-7000

[belias@crs.loc.gov](mailto:belias@crs.loc.gov)

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**From:** [Sullivan, Paul K. \(DOT\)](#)  
**To:** [Baldassaro, Bernard X. \(DOT\)](#)  
**Subject:** RE: Microsoft Surface Pro Tablets  
**Date:** Monday, May 13, 2019 12:02:00 PM

---

Hi Bernie,

Sure, Also, I'm using an hour or so today.

Thank you,

Paul

---

**From:** Baldassaro, Bernard X. (DOT)  
**Sent:** Monday, May 13, 2019 11:27 AM  
**To:** Vieau, John L. (DOT); Klejna, Joseph A. (DOT); Flanagan, Joseph E. (DOT); Fekete, Elizabeth (DOT); Padilla, Alba (DOT); Maher, Ryan (DOT); Sullivan, Paul K. (DOT); O'Neill, Barbara M. (DOT); Hadley, Kimberly (DOT); Yates, Carolyn (DOT); Flanagan, Jenny (DOT); Griffin, William F. (DOT); Phelan, John V. (DOT)  
**Subject:** Microsoft Surface Pro Tablets

Good Morning Appraisal Section,

We have been offered the ability to have Microsoft Surface Pro tablets issued to members of our section who wish to have one. It includes a Bluetooth mouse, stylus pen, keyboard, and an Otter Box case. It also comes with a Verizon air card installed, so connectivity issues are virtually non-existent.

Really cool tablet; you can log in with facial recognition, a pin number, or a password. In my opinion this is a "must have" as it can provide access to our files from virtually anywhere while in the field!

Let me know if you're interested by Friday, May 17<sup>th</sup> and I will be submitting the requisitions by the beginning of the following week.

Thank You,

-Bernie

**Bernard X. Baldassaro**

**Appraisal Administrator**

**MassDOT - Highway Division**

**Right of Way Bureau**

**10 Park Plaza, Room 6160**

**Boston, MA 02116**

**(857) 368-9206 - Office**

**(617) 217-8632 - Cell**

**email - [Bernard.Baldassaro@dot.state.ma.us](mailto:Bernard.Baldassaro@dot.state.ma.us)**



**From:** [Boyle, Christopher \(DOT\)](#)  
**To:** [REDACTED]  
**Subject:** FW: Potential Fraudulent ID  
**Date:** Monday, May 13, 2019 11:56:00 AM  
**Attachments:** [REDACTED]  
[Possible Fraudulent Identity Form.pdf](#)  
[image001.png](#)

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Danny,

Can you please do the normal checks, lock everything down etc.

Thanks,

Chris

Sergeant Christopher Boyle  
Massachusetts State Police  
Division of Homeland Security and Preparedness  
Fraud Identification Unit  
10 Park Plaza, 2<sup>nd</sup> Floor  
Boston, MA 02116  
[christopher.p.boyle@dot.state.ma.us](mailto:christopher.p.boyle@dot.state.ma.us)  
cell: 781-738-7286



---

**From:** [REDACTED] (POL)  
**Sent:** Friday, May 10, 2019 2:53 PM  
**To:** [REDACTED]  
**Subject:** Potential Fraudulent ID

Good Afternoon,

[REDACTED]

Requestors Name & contact info: [REDACTED]  
[REDACTED] [@bcso-ma.org](mailto:[REDACTED]@bcso-ma.org)  
Subject's name & identifiers: [REDACTED]

Have a great weekend!

Respectfully,

[REDACTED]



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**From:** Commonwealth Fusion Center (POL)  
**Sent:** Friday, May 10, 2019 2:49 PM  
**To:** [REDACTED]@bcso-ma.org>  
**Subject:** RE: [REDACTED]

Good Afternoon,

[REDACTED]

[REDACTED] Attached are all the documents.

Respectfully,

[REDACTED]



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**From:** [REDACTED]@bcso-ma.org>  
**Sent:** Friday, May 10, 2019 1:20 PM  
**To:** Commonwealth Fusion Center (POL) <[fusion@pol.State.MA.US](mailto:fusion@pol.State.MA.US)>

Cc: [REDACTED]@bcso-ma.org; [REDACTED]@bcso-ma.org>

Subject: [REDACTED]

Importance: High

Good afternoon,

[REDACTED]

Case#: [REDACTED] / Crime 90/25, imposter.

Thank you,

[REDACTED]

**From:** [Hill, Andrea L. \(DOT\)](#)  
**To:** [Bondeson, Allen L. \(DOT\)](#); [Nieto, German \(DOT\)](#); [Sloan, Kimberley \(DOT\)](#); [Negah, Shahpar \(DOT\)](#); [Chapman, Brian A. \(DOT\)](#); [Yee, Filbert Y. \(DOT\)](#); [Currier, Thomas H. \(DOT\)](#); [Shedd, David G. \(DOT\)](#); [Holland, Shawn S. \(DOT\)](#); [Belov, Aleksey N. \(DOT\)](#); [Bartus, Joshua D. \(DOT\)](#); [Cash, Lawrence J. \(DOT\)](#)  
**Cc:** [Sen. Gautam \(DOT\)](#)  
**Subject:** FW: MassDOT Daily Online Articles Monday May 13, 2019.docx  
**Date:** Monday, May 13, 2019 11:54:22 AM  
**Attachments:** [MassDOT Daily Online Articles Monday May 13, 2019.docx](#)

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**From:** Jessen, Klark (DOT) <Klark.Jessen@dot.state.ma.us>  
**Sent:** Monday, May 13, 2019 10:15 AM  
**To:** Jessen, Klark (DOT) <Klark.Jessen@dot.state.ma.us>  
**Subject:** MassDOT Daily Online Articles Monday May 13, 2019.docx

Today's MassDOT News.

Klark

**From:** [Fitzpatrick, Michael F. \(DOT\)](#)  
**To:** [DOT-DL-HOC-Management](#)  
**Subject:** FW: Vaccines war | Sweet 16 | JOB BOARD MONDAY: Today's sponsor - Massachusetts Parents United  
**Date:** Monday, May 13, 2019 11:46:53 AM

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From 19<sup>th</sup> item below...

<http://bgc.pioneerinstitute.org/enter-the-better-government-competition/>

---

**From:** MASsterlist <listmasster@massterlist.ccsend.com> **On Behalf Of** MASsterlist  
**Sent:** Monday, May 13, 2019 9:08 AM  
**To:** Fitzpatrick, Michael F. (DOT) <Michael.F.Fitzpatrick@dot.state.ma.us>  
**Subject:** Vaccines war | Sweet 16 | JOB BOARD MONDAY: Today's sponsor - Massachusetts Parents United



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*This email may be cut off by your email provider. To see today's full MASsterList, click "View entire message" at the bottom, or view the online version [here](#).*

*By Jay Fitzgerald and Keith Regan*

*05/13/2019*

# Vaccines war | Sweet 16 | JOB BOARD MONDAY

## Job Board Monday

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Reach MASsterList's 17,000 Beacon Hill connected and policy-minded subscribers with your job postings. Have friends interested in one of these positions? Forward the newsletter to them! Contact David Art at [dart@massterlist.com](mailto:dart@massterlist.com) or call 617-992-8253 for more information.

### Recent postings to the MASsterList Job Board:

[Organizing Director - new!](#), Voter Choice Massachusetts

[Regional Field Organizer - new!](#), Voter Choice Massachusetts

[Digital Content Coordinator - new!](#), Massachusetts Health Policy Commission (HPC)

[Vice President for Youth and Adult Mental Health Services - new!](#), Association for Behavioral Healthcare, Inc.

[Member Engagement and Office Support Coordinator - new!](#), Association for Behavioral Healthcare, Inc.

[Policy Director for Health Care Transformation and Innovation - new!](#)

Massachusetts Health Policy Commission (HPC)

[Executive Director](#), ELM Action Fund

[Executive Director](#), Boston Region Metropolitan Planning Organization

[Executive Director](#), Worcester Regional Research Bureau

[Public Relations Coordinator](#), Greater Boston Food Bank

[Community Organizer](#), Greater Boston Food Bank

[Senior Director, Member Relations](#), Associated Industries of Massachusetts

[Program Manager – Workforce Competitiveness Trust Fund](#), Commonwealth Corporation

[Member Communications Manager](#), 32BJ SEIU

[Click here to view more listings on the MASterList Job Board!](#)

## Happening Today

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### Compressor station report, college closure bill, and more

-- **Greater Boston Physicians for Social Responsibility** holds a press conference to discuss health and safety hazards of the proposed **compressor station in Weymouth**. Boston College, Yawkey Athletic Center, Murray Room, 140 Commonwealth Ave., Chestnut Hill, 10 a.m.

-- The **Higher Education Committee** reviews ten pieces legislations, including the governor's bill **regulating college closures** in Massachusetts, Room A-1, 10:30 a.m.

-- Gov. **Charlie Baker** joins Lt. Gov. **Karyn Polito** and Secretary of Housing and Economic Development **Michael Kennealy** to offer remarks and administer the Oath of Office for the Economic Development Planning Council, with Polito and Kennealy then co-chairing the council's first meeting, Room 428, 11 a.m.

-- Gov. **Charlie Baker**, Senate President **Karen Spilka**, House Speaker **Robert DeLeo**, Lt. Gov. **Karyn Polito**, Senate Minority Leader **Bruce Tarr** and House Minority Leader **Brad Jones** gather for leadership meeting, Senate President's Office, Room 332, 2 p.m.

-- **MBTA's Fiscal and Management Control Board** hosts its weekly meeting with an agenda calling for discussion of the Green Line 'train protection system,' capital needs, late-evening South Shore commuter rail, and the delayed automated fare collection system and more, State Transportation Building, 10 Park Plaza, Boston, 12 p.m.

-- Gov. **Charlie Baker**, Newburyport Mayor **Donna Holaday**, Sen. **Diana DiZoglio**, Rep. **Jim Kelcourse**, Newburyport City Council President **Barry Connell** and Merrimack Valley Regional Transit Authority Executive Director **Joe Costanzo** participate in the

Newburyport Intermodal Transit and Parking Facility ribbon-cutting ceremony, 83 Merrimac Street, Newburyport, 4:30 p.m.

For more calendar listings, check out State House News Service's [Daily Advances](#) (pay wall – free trial subscriptions available) and MassterList's Beacon Hill Town Square below.

## Today's News

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### **Yes, it's May and it snowed this weekend – and more may be on the way**

Here's photographic proof, via [Universal Hub](#), that, yes, it really did snow this past weekend out in western Massachusetts. And the [Herald](#), which also has photographic proof of the white stuff falling on Sunday, reports that another sprinkling may occur today or tomorrow. Granted, we're not talking about much. But still ... Now on to all things politics and government (mostly).

### **Vaccines war**

The public-health battle over vaccines is intensifying across the land. The Globe's [Liz Kowalczyk](#) reports how local doctors who speak out against the anti-vaccine movement have suddenly become the target of scorn on online physician rating sites, apparently part of a coordinated social-media campaign waged by anti-vaccine types.

Meanwhile, [Christian Wade](#) at the Newburyport Daily News has an update on the Massachusetts Medical Society's determination to wage a counter-offensive against the anti-vaccination movement, openly endorsing legislation that would limit opt-outs of vaccines required of children attending schools.

### **Somerville's sweet 16**

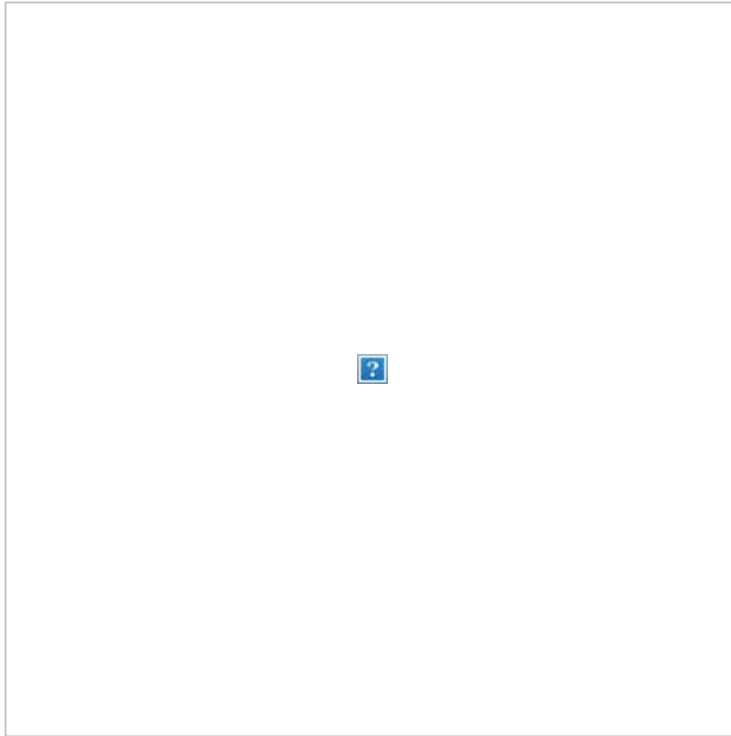
We still marvel at how much Somerville has changed over the years. Anyway, from Alex Newman at the Patch: "Somerville is poised to become the first community in Massachusetts to have a voting age of 16. The city council unanimously voted Thursday night to extend voting rights in local elections to 16- and 17-year-olds, according to Mayor Joseph Curtatone. The city has sent a Home Rule Petition to the State House for approval."

The [Herald's Joe Battenfeld](#) is blasting the move as nothing more than a "partisan power grab to gin up the Democratic vote" in Somerville and in other communities where they're talking about lowering the local voting age to 16.

As for yours truly, we're still trying to figure out the contradiction of those who want to

raise the criminal-justice age from 18 to 21 in Massachusetts, arguing teen brains haven't developed yet, and their simultaneous push to lower the local voting age to 16. Something's not adding up here.

[Patch](#)



### **Meanwhile, Somerville and senator unite against facial recognition technology**

Speaking of Somerville, its city council has moved to ban government agencies from using facial recognition software, as Senate Majority Leader Cynthia Creem simultaneously prepares to wage war on Beacon Hill against Big Brother and Big Sister. MassLive's [Steph Solis](#) and the Herald's [Mary Markos](#) have the details.

### **Nancy Pelosi's growing impeachment headaches: Elizabeth Warren, Seth Moulton, etc. etc.**

U.S. House Speaker Nancy Pelosi has her hands full trying to tamp down all the impeachment talk coming from her Democratic caucus left – and she's facing added pressure now that U.S. Sen. Elizabeth Warren, U.S. Rep. Seth Moulton and other Dem presidential candidates are also calling for impeachment of President Trump, reports the Globe's [Jess Bidgood and Liz Goodwin](#).

In other 2020 presidential news, you don't read this often, [via Politico](#): "Trump backers applaud Warren in heart of MAGA country." And, no, they were not applauding talk of



impeachment. Meanwhile, the [Herald's Lisa Kashinsky](#) recently hit the campaign trail and found that N.H. Dems are not ready to write off Beto O'Rourke. The [Globe's James Pindell](#), meanwhile, reports on O'Rourke's fall from top-tier candidate to just another presidential-wannabe earthling.

## **Harvey Weinstein lawyer loses dean's post at Harvard**

Harvard says its decision to remove faculty dean Ronald S. Sullivan Jr. from his position as head of the Winthrop House (a fancy way of saying "dorm") had nothing to do with his recent legal representation of disgraced Hollywood mogul Harvey Weinstein, a relationship that caused a huge MeToo outcry on campus. But the timing, ah, the timing. [Shera Avi-Yonah and Aiden Ryan](#) at the Harvard Crimson and [Stephanie Ebbert](#) at the Globe have more.

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*Sponsored*

*Join **Massachusetts Parents United** for a once-in-a-generation chance to change education in Massachusetts and make it equitable for all our children. Join us and make sure your voice is heard! We will be meeting in front of the State House on **Tuesday, May 14th at 10:00am** to kick off this event!*

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## **Yet another way to get your kid into an elite college: Pay the athletic coach's salary**

Speaking of elite schools, it's all above board and even touted on Ivy League colleges' web sites: For a mere \$1 million or more, you can endow a university athletic coaching position – and, by sheer coincidence, as a Globe reporting team finds, your kid can sometimes transfer to the college and even play for that very same coach. ... Incredible. They don't miss a beat.

Btw: The [Globe's Maddie Kilgannon](#) reports that actress Felicity Huffman plans to plead guilty today in Boston in the ongoing college-admissions scandal.

[Boston Globe](#)

## **Walsh on casino's 4 a.m. liquor license request: Not so fast**

Mayor Marty Walsh thinks state regulators should hold off on granting a 4 a.m. liquor license to the soon-to-open Encore Boston Harbor casino in Everett, saying officials should first see how a 2 a.m. license works before extending hours, reports Brooks Sutherland at the Herald.

[Boston Herald](#)

## **Sherry H. Penney, first women to lead UMass system, RIP**

From the Globe's John Hilliard: "Family and colleagues mourned Sunday the deaths of the first woman to lead Massachusetts' university system and her husband, a retired MIT professor, after the couple were found Friday in their Florida home overcome by carbon monoxide from a car they had purchased for its modern safety features, family members said. Their 2017 Toyota Avalon, which had a keyless ignition system, apparently was accidentally left running in the garage of the Sarasota home of Sherry H. Penney, 81, the former interim president of the University of Massachusetts, and James Livingston, 88, a retired Massachusetts Institute of Technology professor, according to family."

[Boston Globe](#)



## **When \$50K isn't enough for elders to live on in Massachusetts**

Sophia Brown at WGBH has a good piece on how expensive and hard it is for seniors to live in Massachusetts if they still have mortgages to pay off. The same applies, we assume, to seniors renting during their retirement years.

[WGBH](#)

## **Seniors and slots: Researchers to probe how Plainridge has impacted older neighbors**

Speaking of seniors, the Mass. Gaming Commission says it will spend \$40,000 to launch a study of how seniors who live near the Plainridge Park Casino have been impacted by the arrival of the state's only slots parlor four years ago, Robert Weisman reports at the Globe.

[Boston Globe](#)

### **Technology upgrades to the foster-care rescue at DCF?**

This sounds promising and seems to have a lot of support. From [Kay Lazar at the Globe](#): “The Baker administration is pursuing major technology upgrades to improve communication with thousands of foster parents, and to overhaul the process for placing abused and neglected children who are removed from their homes at night. A new, secure intranet system will go live in the next week, allowing foster families to communicate directly with the state's child welfare agency, the Department of Children and Families.”



### **County jail guards: Why aren't we paid the same as state prison guards?**

Teachers, cops, firefighters and others across the state could be asking roughly the same pay-inequity question, except it's county jail guards asking the question, and demanding changes, regarding the pay inequity between jail guards and state prison guards. Shira Schoenberg at MassLive has the details.

[MassLive](#)

## **Quincy's building boom is a \$100K boon to the mayor**

From the Patriot Ledger's Erin Tiernan: "As Quincy continues to undergo a building boom that is changing the face of the city and drawing in millions of real estate investment dollars, one clear winner has emerged: Mayor Thomas Koch's campaign account. In the last three years, Koch's campaign has received nearly \$100,000 from developers seeking to build in the city, according to a Patriot Ledger review of campaign finance records."

[Patriot Ledger](#)

## **Former MLB commissioner blasts Red Sox who skipped White House ceremony**

The members of the champion Red Sox have come and gone from the White House lawn but some people – such as former MLB Commissioner Fay Vincent -- aren't done mulling the controversy over the team's racial divide over who did and didn't attend the event. Writing at the Washington Post, Vincent calls the boycott "an error" and writes that "the head of our nation ought never be the target of disrespect."

[Washington Post](#)

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## **Suspended state trooper sentenced to two months in prison for overtime abuse**

And more sentencings are on the way. From Wicked Local: "A former state trooper from Braintree was sentenced to two months in prison for being paid for overtime hours he did not work, the office of U.S. Attorney Andrew Lelling said. Kevin Sweeney, 40, also received three months of home detention followed by nine months of supervised release.

U.S. District Court Judge Nathaniel M. Gorton also ordered Sweeney to pay a fine of \$4,000 and restitution of \$11,103 at Friday's sentencing."

[Wicked Local](#)

### **Arbella chair: Pass the ban on handheld phones in cars, Massachusetts**

John Donohue, chair and president Arbella Insurance Foundation, cites studies, and Arbella's own data, about the dangers of distracted driving caused by people using handheld cell phones while at the wheel of a car – and he writes at CommonWealth magazine that it's time for lawmakers to pass legislation to ban handheld phones in vehicles in Massachusetts.

[CommonWealth](#)

### **Gloucester fish processing plant closes abruptly, eliminating 150 jobs**

From the Gloucester Times: "Gloucester's mayor has mobilized her team to help employees of National Fish & Seafood, which abruptly closed its doors Friday afternoon. ... The company gave some of its approximately 150 employees a severance package of 60 days' pay and the continuation of health insurance for an indefinite period of time, the mayor said she was told. The company, founded in 1979, processed seafood at its 66,000-square-foot facility at 159 E. Main St."

[Gloucester Times](#)

SHNF event



## **Think tank offers \$10K reward for best idea to reduce traffic congestion**

The Pioneer Institute wants to give \$10,000 to whoever can solve Boston's chronic traffic congestion problem. Really. Alexi Cohan at the Herald has the details – and some of the early ideas.

[Boston Herald](#)

## **The state's failed transportation policies in Chelsea (and other communities of color)**

Speaking of traffic woes, María Belén of Chelsea's GreenRoots and Chris Dempsey of Transportation for Massachusetts contrast, among other things, state transportation services and funding in Chelsea to those provided by the state in more affluent suburbs – and guess what? The affluent suburbs win – again. At CommonWealth magazine, they have some suggestions on how to improved transportation policies in Chelsea and other hard-scrabble communities across the state.

[CommonWealth](#)

## **Ex-AG Frank Bellotti: The last of his WWII breed**

The [Herald's Casey Sherman](#) has a column this morning on 96-year-old Frank Bellotti, the still sharp-as-ever former AG and lieutenant governor who's now the lone survivor of his WWII unit of the 'Scouts and Raiders,' forerunner of today's Navy SEALs.

Vote for US

### **The Senate-UMass funding fight: Still no light at the end of the tunnel**

The [Globe's Matt Stout](#) has a recap of the battle between UMass and the Senate over the latter's proposed 7 percent increase in funding for the system – with the demand that tuition rates be frozen. Bottom line: Still no consensus. Btw: Mathematically, UMass does seem to have some explaining to do, since you'd think a 7 percent hike in funding would offset any need for 2.5 percent tuition rate hike, or whatever the system is threatening.

### **Yet another threat to right whales: Seismic airgun blasting**

It's not just fishing gear and area ships that are threatening the nearly extinct right whales along the country's eastern coast. It's also seismic airgun blasting, used to find offshore oil and gas reserves, that could further threaten the right whales, writes U.S. Reps. Seth Moulton of Massachusetts and John Rutherford of Florida and the New England Aquarium's Vikki Spruill at [CommonWealth magazine](#).

### **Going noisily: Worcester school board member flames committee as he bows out**

File this under: 'Tell us how you really feel.' Worcester School Committee member Dante Comparetto says he won't seek re-election because of last week's controversial decision to extend the city's school superintendent's contract. As Bill Shaner reports at Worcester Magazine, Comparetto isn't going quietly, pulling out a flame thrower at Facebook, where he calls the school board "morally corrupt, a committee representing a very racist

community.” He also said it was “disgraceful” that Superintendent Maureen Binienda has not apologized to students of color for comments many have found insensitive.

[Worcester Magazine](#)

## **Another study calls safety of proposed Weymouth pipeline project into question**

A study released Monday will argue that the area around a site proposed to host a natural gas compressor station in Weymouth is too densely populated to allow for safe evacuation or prompt emergency response, Barbara Moran reports at WBUR. The report from the Greater Boston Physicians for Social Responsibility argues the proposed facility would also be sited both in an area prone to flooding and too close to other heavy industrial uses that pose their own safety risks.

[WBUR](#)



## **Today's Headlines**

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### **Metro**

[Trump 2020 banner unfurled at Fenway Park, then quickly ripped down - Fox News](#)

[Marty Walsh: Encore should have to make case for 4 a.m. liquor license - Boston Herald](#)



## Massachusetts

[Springfield mayor urges state to reject methadone clinic plans - MassLive](#)

[Last class graduates from Newbury College - Boston Globe](#)

[Suffolk Downs officials take stock of Great Barrington Fairgrounds for state's horse racing future - Berkshire Eagle](#)

[Legal weed sales kick off in Amherst - Daily Hampshire Gazette](#)

## Nation

['A dream ticket': Black lawmakers pitch Biden-Harris to beat Trump - Politico](#)

[How a newspaper war ends in New Orleans: With Baked Alaska and layoffs - New York Times](#)

## Beacon Hill Town Square

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*To view more events or post an event listing on Beacon Hill Town Square, please visit [events.massterlist.com](https://events.massterlist.com).*

May 14, 12 p.m.

### **Book Talk: Boston's 20th-Century Bicycling Renaissance**

Hosted by: State Library of Massachusetts

Author talk and book signing with Lorenz J. Finison, author of the new book Boston's Twentieth-Century Bicycling Renaissance. [More Information](#)

[Share on Twitter](#)[Share on Facebook](#)

May 14, 5:30 p.m.

### **A Conversation With Bill Cummings**

Hosted by: NAIOP Massachusetts

Young professionals are invited to hear from Cummings Properties founder Bill Cummings as he discusses his career, dedication to philanthropy and new self-written memoir. [More Information](#)

[Share on Twitter](#)[Share on Facebook](#)

May 15, 6:15 p.m.

### **Poverty and Inequality in Boston: A Tale of Two Cities?**

Hosted by: A Faith that Does Justice

Join us for a discussion about what we can do about income inequality in Boston. [More Information](#)

[Share on Twitter](#)[Share on Facebook](#)

May 16, 6 p.m.

### **JALSA 2019 Annual Meeting**

Hosted by: JALSA

The Jewish Alliance for Law and Social Action is devoted to engaging the community in promoting civil rights, protecting civil liberties and achieving social, economic, racial, and environmental justice. [More Information](#)

[Share on Twitter](#)[Share on Facebook](#)

May 16, 7 p.m.

### **Massachusetts Clean Community Awards Gala**

Hosted by: Keep Massachusetts Beautiful

The Massachusetts Clean Community Awards Gala recognize volunteers, nonprofit leaders, government leaders, businesses, and educators for exceptional environmental protection and community improvement efforts. This celebration will be chock full of inspiring stories, good food, drink, and entertainment! WCVB news anchors Emily Riemer and Ben Simmoneau will emcee the event. [More Information](#)

[Share on Twitter](#)[Share on Facebook](#)

May 18, 11:30 a.m.

### **The Fletcher School Class Day Ceremony address**

Hosted by: The Fletcher School

The Fletcher School is welcoming Susan Rice, former U.S. National Security Advisor and former U.S. ambassador to the United Nations, will deliver the Class Day speech at The Fletcher School of Law and Diplomacy at Tufts University on Saturday, May 18. [More Information](#)

[Share on Twitter](#)[Share on Facebook](#)

**From:** [Vieau, John L. \(DOT\)](#)  
**To:** [Baldassaro, Bernard X. \(DOT\)](#)  
**Subject:** RE: Microsoft Surface Pro Tablets  
**Date:** Monday, May 13, 2019 11:42:52 AM

---

Thanks Bernie!

I would love to add the tablet to my repertoire of appraisal tools.

John Vieau

---

**From:** Baldassaro, Bernard X. (DOT)  
**Sent:** Monday, May 13, 2019 11:27 AM  
**To:** Vieau, John L. (DOT); Klejna, Joseph A. (DOT); Flanagan, Joseph E. (DOT); Fekete, Elizabeth (DOT); Padilla, Alba (DOT); Maher, Ryan (DOT); Sullivan, Paul K. (DOT); O'Neill, Barbara M. (DOT); Hadley, Kimberly (DOT); Yates, Carolyn (DOT); Flanagan, Jenny (DOT); Griffin, William F. (DOT); Phelan, John V. (DOT)  
**Subject:** Microsoft Surface Pro Tablets

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Really cool tablet; you can log in with facial recognition, a pin number, or a password. In my opinion this is a "must have" as it can provide access to our files from virtually anywhere while in the field!

Let me know if you're interested by Friday, May 17<sup>th</sup> and I will be submitting the requisitions by the beginning of the following week.

Thank You,

-Bernie

**Bernard X. Baldassaro**

**Appraisal Administrator**

**MassDOT - Highway Division**

**Right of Way Bureau**

**10 Park Plaza, Room 6160**

**Boston, MA 02116**

**(857) 368-9206 - Office**

**(617) 217-8632 - Cell**

email - [Bernard.Baldassaro@dot.state.ma.us](mailto:Bernard.Baldassaro@dot.state.ma.us)

**From:** [Yates, Carolyn \(DOT\)](#)  
**To:** [Baldassaro, Bernard X. \(DOT\)](#)  
**Subject:** RE: Microsoft Surface Pro Tablets  
**Date:** Monday, May 13, 2019 11:41:00 AM

---

Thank you. Yes, I am definitely interested.

---

**From:** Baldassaro, Bernard X. (DOT)  
**Sent:** Monday, May 13, 2019 11:27 AM  
**To:** Vieau, John L. (DOT) <John.Vieau@dot.state.ma.us>; Klejna, Joseph A. (DOT) <Joseph.Klejna@dot.state.ma.us>; Flanagan, Joseph E. (DOT) <Joseph.E.Flanagan@dot.state.ma.us>; Fekete, Elizabeth (DOT) <elizabeth.fekete@dot.state.ma.us>; Padilla, Alba (DOT) <Alba.Padilla@dot.state.ma.us>; Maher, Ryan (DOT) <Ryan.Maher@dot.state.ma.us>; Sullivan, Paul K. (DOT) <Paul.Sullivan@dot.state.ma.us>; O'Neill, Barbara M. (DOT) <Barbara.O'Neill@dot.state.ma.us>; Hadley, Kimberly (DOT) <Kimberly.Hadley@dot.state.ma.us>; Yates, Carolyn (DOT) <Carolyn.Yates@dot.state.ma.us>; Flanagan, Jenny (DOT) <jenny.flanagan@dot.state.ma.us>; Griffin, William F. (DOT) <William.Griffin@dot.state.ma.us>; Phelan, John V. (DOT) <John.Phelan@dot.state.ma.us>  
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**(617) 217-8632 - Cell**

**email - [Bernard.Baldassaro@dot.state.ma.us](mailto:Bernard.Baldassaro@dot.state.ma.us)**

**From:** [Flanagan, Joseph E. \(DOT\)](#)  
**To:** [Baldassaro, Bernard X. \(DOT\)](#)  
**Subject:** RE: Microsoft Surface Pro Tablets  
**Date:** Monday, May 13, 2019 11:38:00 AM

---

Yes, please.

---

**From:** Baldassaro, Bernard X. (DOT)  
**Sent:** Monday, May 13, 2019 11:27 AM  
**To:** Vieau, John L. (DOT) <John.Vieau@dot.state.ma.us>; Klejna, Joseph A. (DOT) <Joseph.Klejna@dot.state.ma.us>; Flanagan, Joseph E. (DOT) <Joseph.E.Flanagan@dot.state.ma.us>; Fekete, Elizabeth (DOT) <elizabeth.fekete@dot.state.ma.us>; Padilla, Alba (DOT) <Alba.Padilla@dot.state.ma.us>; Maher, Ryan (DOT) <Ryan.Maher@dot.state.ma.us>; Sullivan, Paul K. (DOT) <Paul.Sullivan@dot.state.ma.us>; O'Neill, Barbara M. (DOT) <Barbara.O'Neill@dot.state.ma.us>; Hadley, Kimberly (DOT) <Kimberly.Hadley@dot.state.ma.us>; Yates, Carolyn (DOT) <Carolyn.Yates@dot.state.ma.us>; Flanagan, Jenny (DOT) <jenny.flanagan@dot.state.ma.us>; Griffin, William F. (DOT) <William.Griffin@dot.state.ma.us>; Phelan, John V. (DOT) <John.Phelan@dot.state.ma.us>  
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-Bernie

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**Appraisal Administrator**

**MassDOT - Highway Division**

**Right of Way Bureau**

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**(617) 217-8632 - Cell**

email - [Bernard.Baldassaro@dot.state.ma.us](mailto:Bernard.Baldassaro@dot.state.ma.us)

**From:** [O'Neill, Barbara M. \(DOT\)](#)  
**To:** [Baldassaro, Bernard X. \(DOT\)](#)  
**Subject:** RE: Microsoft Surface Pro Tablets  
**Date:** Monday, May 13, 2019 11:38:00 AM  
**Attachments:** [image001.png](#)

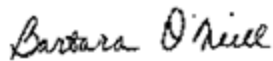
---

Hi Bernie,

Of course I want one..can't wait...we are moving on up!

This is great!

Thank you,  
Barb



Barbara O'Neill  
Review Appraiser  
**MassDOT - Highway Division**  
Right of Way  
[Barbara.O'Neill@dot.state.ma.us](mailto:Barbara.O'Neill@dot.state.ma.us)  
857.368.5326

---

**From:** Baldassaro, Bernard X. (DOT)  
**Sent:** Monday, May 13, 2019 11:27 AM  
**To:** Vieau, John L. (DOT); Klejna, Joseph A. (DOT); Flanagan, Joseph E. (DOT); Fekete, Elizabeth (DOT); Padilla, Alba (DOT); Maher, Ryan (DOT); Sullivan, Paul K. (DOT); O'Neill, Barbara M. (DOT); Hadley, Kimberly (DOT); Yates, Carolyn (DOT); Flanagan, Jenny (DOT); Griffin, William F. (DOT); Phelan, John V. (DOT)  
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-Bernie

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**(617) 217-8632 - Cell**

**email - [Bernard.Baldassaro@dot.state.ma.us](mailto:Bernard.Baldassaro@dot.state.ma.us)**

**From:** [Fekete, Elizabeth \(DOT\)](#)  
**To:** [Baldassaro, Bernard X. \(DOT\)](#)  
**Subject:** RE: Microsoft Surface Pro Tablets  
**Date:** Monday, May 13, 2019 11:35:57 AM

---

Super, yes, please!

Elizabeth M. Fekete, Review Appraiser  
MassDOT – Right of Way Bureau  
3 Bancroft Street  
Auburn, MA 01501

Phone: 508-721-4406

---

**From:** Baldassaro, Bernard X. (DOT) <Bernard.Baldassaro@dot.state.ma.us>  
**Sent:** Monday, May 13, 2019 11:27 AM  
**To:** Vieau, John L. (DOT) <John.Vieau@dot.state.ma.us>; Klejna, Joseph A. (DOT) <Joseph.Klejna@dot.state.ma.us>; Flanagan, Joseph E. (DOT) <Joseph.E.Flanagan@dot.state.ma.us>; Fekete, Elizabeth (DOT) <elizabeth.fekete@dot.state.ma.us>; Padilla, Alba (DOT) <Alba.Padilla@dot.state.ma.us>; Maher, Ryan (DOT) <Ryan.Maher@dot.state.ma.us>; Sullivan, Paul K. (DOT) <Paul.Sullivan@dot.state.ma.us>; O'Neill, Barbara M. (DOT) <Barbara.O'Neill@dot.state.ma.us>; Hadley, Kimberly (DOT) <Kimberly.Hadley@dot.state.ma.us>; Yates, Carolyn (DOT) <Carolyn.Yates@dot.state.ma.us>; Flanagan, Jenny (DOT) <jenny.flanagan@dot.state.ma.us>; Griffin, William F. (DOT) <William.Griffin@dot.state.ma.us>; Phelan, John V. (DOT) <John.Phelan@dot.state.ma.us>  
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-Bernie

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Right of Way Bureau  
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**email - [Bernard.Baldassaro@dot.state.ma.us](mailto:Bernard.Baldassaro@dot.state.ma.us)**

**From:** [Hadley, Kimberly \(DOT\)](#)  
**To:** [Baldassaro, Bernard X. \(DOT\)](#)  
**Subject:** RE: Microsoft Surface Pro Tablets  
**Date:** Monday, May 13, 2019 11:32:00 AM

---

Yes please

---

**From:** Baldassaro, Bernard X. (DOT)  
**Sent:** Monday, May 13, 2019 11:27 AM  
**To:** Vieau, John L. (DOT) <John.Vieau@dot.state.ma.us>; Klejna, Joseph A. (DOT) <Joseph.Klejna@dot.state.ma.us>; Flanagan, Joseph E. (DOT) <Joseph.E.Flanagan@dot.state.ma.us>; Fekete, Elizabeth (DOT) <elizabeth.fekete@dot.state.ma.us>; Padilla, Alba (DOT) <Alba.Padilla@dot.state.ma.us>; Maher, Ryan (DOT) <Ryan.Maher@dot.state.ma.us>; Sullivan, Paul K. (DOT) <Paul.Sullivan@dot.state.ma.us>; O'Neill, Barbara M. (DOT) <Barbara.O'Neill@dot.state.ma.us>; Hadley, Kimberly (DOT) <Kimberly.Hadley@dot.state.ma.us>; Yates, Carolyn (DOT) <Carolyn.Yates@dot.state.ma.us>; Flanagan, Jenny (DOT) <jenny.flanagan@dot.state.ma.us>; Griffin, William F. (DOT) <William.Griffin@dot.state.ma.us>; Phelan, John V. (DOT) <John.Phelan@dot.state.ma.us>  
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-Bernie

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email - [Bernard.Baldassaro@dot.state.ma.us](mailto:Bernard.Baldassaro@dot.state.ma.us)

**From:** [Flanagan, Jenny \(DOT\)](#)  
**To:** [Baldassaro, Bernard X. \(DOT\)](#)  
**Subject:** RE: Microsoft Surface Pro Tablets  
**Date:** Monday, May 13, 2019 11:28:04 AM

---

This is a no-brainer for me. SIGN ME UP!

— Jenny

E. Jenny K. Flanagan, Review Appraiser  
*MassDOT – Highway Division / Right of Way Bureau*  
(857) 368-5324 | [Jenny.Flanagan@dot.state.ma.us](mailto:Jenny.Flanagan@dot.state.ma.us)

---

**From:** Baldassaro, Bernard X. (DOT) <Bernard.Baldassaro@dot.state.ma.us>  
**Sent:** Monday, May 13, 2019 11:27 AM  
**To:** Vieau, John L. (DOT) <John.Vieau@dot.state.ma.us>; Klejna, Joseph A. (DOT) <Joseph.Klejna@dot.state.ma.us>; Flanagan, Joseph E. (DOT) <Joseph.E.Flanagan@dot.state.ma.us>; Fekete, Elizabeth (DOT) <elizabeth.fekete@dot.state.ma.us>; Padilla, Alba (DOT) <Alba.Padilla@dot.state.ma.us>; Maher, Ryan (DOT) <Ryan.Maher@dot.state.ma.us>; Sullivan, Paul K. (DOT) <Paul.Sullivan@dot.state.ma.us>; O'Neill, Barbara M. (DOT) <Barbara.O'Neill@dot.state.ma.us>; Hadley, Kimberly (DOT) <Kimberly.Hadley@dot.state.ma.us>; Yates, Carolyn (DOT) <Carolyn.Yates@dot.state.ma.us>; Flanagan, Jenny (DOT) <jenny.flanagan@dot.state.ma.us>; Griffin, William F. (DOT) <William.Griffin@dot.state.ma.us>; Phelan, John V. (DOT) <John.Phelan@dot.state.ma.us>  
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-Bernie

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**(617) 217-8632 - Cell**

email - [Bernard.Baldassaro@dot.state.ma.us](mailto:Bernard.Baldassaro@dot.state.ma.us)

**From:** [Baldassaro, Bernard X. \(DOT\)](#)  
**To:** [Vieau, John L. \(DOT\)](#); [Klejna, Joseph A. \(DOT\)](#); [Flanagan, Joseph E. \(DOT\)](#); [Fekete, Elizabeth \(DOT\)](#); [Padilla, Alba \(DOT\)](#); [Maher, Ryan \(DOT\)](#); [Sullivan, Paul K. \(DOT\)](#); [O'Neill, Barbara M. \(DOT\)](#); [Hadley, Kimberly \(DOT\)](#); [Yates, Carolyn \(DOT\)](#); [Flanagan, Jenny \(DOT\)](#); [Griffin, William F. \(DOT\)](#); [Phelan, John V. \(DOT\)](#)  
**Subject:** Microsoft Surface Pro Tablets  
**Date:** Monday, May 13, 2019 11:26:52 AM  
**Attachments:** [tablet.jpg](#)

---

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**Appraisal Administrator**

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**(617) 217-8632 - Cell**

email - [Bernard.Baldassaro@dot.state.ma.us](mailto:Bernard.Baldassaro@dot.state.ma.us)

**From:** [Torre, Marilyn \(DOT\)](#)  
**To:** [Baldassaro, Bernard X. \(DOT\)](#)  
**Subject:** tablets  
**Date:** Monday, May 13, 2019 11:02:44 AM  
**Attachments:** [tablet.jpg](#)

---

Hi Bernie,

As discussed, see attached.

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Really cool tablet; you can log in with facial recognition, a pin number, or a password.

Let me know if you're interested, or if you need more information on the product.

Thanks,  
Marilyn

**From:** [Cotter, Nancy](#)  
**To:** [Kornegay, Chrystal \(DOT\)](#); [Dean Mazzarella \(DMazzarella@Leominster-MA.gov\)](#); [Joe Sullivan](#); [Joseph Aiello \(jcfaiello@gmail.com\)](#); [Murtagh, Kathleen \(DOT\)](#); [King, Timothy \(DOT\)](#); [Lang, Brian \(DOT\)](#); ["Robert Moylan"](#); [Shortsleeve, Brian \(MBTA\)](#); [Taylor, Betsy \(DOT\)](#); [Tibbits-Nutt, Monica \(DOT\)](#)  
**Cc:** [Ciampa, Christine \(MBTA\)](#)  
**Subject:** MassDOT Daily Online Articles Monday May 13, 2019.docx  
**Date:** Monday, May 13, 2019 10:27:54 AM  
**Attachments:** [MassDOT Daily Online Articles Monday May 13, 2019.docx](#)

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**From:** [Jessen, Klark \(DOT\)](#)  
**To:** [Jessen, Klark \(DOT\)](#)  
**Subject:** MassDOT Daily Online Articles Monday May 13, 2019.docx  
**Date:** Monday, May 13, 2019 10:15:25 AM  
**Attachments:** [MassDOT Daily Online Articles Monday May 13, 2019.docx](#)

---

Today's MassDOT News.

Klark

**From:** [Bamonte, Matthew \(DOT\)](#)  
**To:** [Spengler, Mark \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Monday, May 13, 2019 7:12:57 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

---

Mark, none of these are in my que in MassCareers.

-----Original Message-----

**From:** Dionne, Robert (DOT)  
**Sent:** Monday, May 13, 2019 7:03 AM  
**To:** DeLeon, Pamela (DOT); Bamonte, Matthew (DOT)  
**Subject:** FW: DOT - Active (Open) Req Details

---

**From:** Oracle Business Intelligence  
**Sent:** Monday, May 13, 2019 7:01:49 AM (UTC-05:00) Eastern Time (US & Canada)  
**Subject:** DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details



**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Monday, May 13, 2019 7:03:24 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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**Sent:** Monday, May 13, 2019 7:01:49 AM (UTC-05:00) Eastern Time (US & Canada)  
**Subject:** DOT - Active (Open) Req Details

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**From:** [Primerano, John \(DOT\)](#)  
**To:** [Chanthaboun, Sye \(DOT\)](#)  
**Subject:** May ESC Deck  
**Date:** Monday, May 13, 2019 8:11:25 AM  
**Attachments:** [ESC - May Support.pptx](#)

---

Sye

Can you update and return to me.

Thanks

***John Primerano***

Deputy CIO MassDOT  
10 Park Plaza Boston, MA 02116  
857-368-9875 (10 PP Office)  
857-368-7751 (Quincy Office)  
857-207-1898 (mobile)

**From:** [Ogilvie, Colleen \(DOT\)](#)  
**To:** [David, Hannah \(DOT\)](#); [Primerano, John \(DOT\)](#); [Gleason, Margaret \(ATLAS\)](#)  
**Subject:** May ESC deck assignments...  
**Date:** Friday, May 10, 2019 7:27:03 PM  
**Attachments:** [ATLAS ESC May 21 2019 V1 draft .pptx](#)

---

Hi Everyone,

Attached is the draft outline of the ESC deck. I've made assignments on each slide. Our goal is to have a completed draft deck for Erin by close of business Weds, May 15. She is away next week at the AAMVA conference so we need to get it to her on Weds.

Last we spoke, we said we would do an update on testing. Secretary Pollack has asked for a Communications strategy update.-Ralph will prepare those slides.

Do we need to leave slide 7 where it is or should we move to the appendix?

Each of us should just send the revised slides assigned to us (and not the entire deck) to Hannah to compile.

Colleen

**From:** [Riley, Judith \(DOT\)](#)  
**To:** [Riley, Judith \(DOT\)](#)  
**Subject:** MassDOT EOD  
**Date:** Friday, May 10, 2019 5:16:57 PM

---

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- This outlet requested traffic volume data. The outlet was directed to MassDOT's online traffic volume portal.
- A reporter with this outlet asked about the Registry's time frame for retaining and disposing of State Police motor vehicle citations. He asked, "What is the oldest year for which MassDOT/the RMV/the Merit Rating Board still has copies of the actual paper/physical carbon copy citations State Police issued? And for the most recent year of copies that have been destroyed/disposed of, can you say when (what month and year) MassDOT/the RMV/the Merit Rating Board destroyed/disposed of them?" A MassDOT spokesperson provided the following response: "The Registry of Motor Vehicles has copies of citations issued by law enforcement entities, including the Massachusetts State Police, dating back to 2006. The Registry has disposed of citations that pre-date 2006, as any citations that pre-date 2006 are not required to be retained as dictated under the record conservation schedule."
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The Registry of Motor Vehicles received 265 requests to assist law enforcement in their investigations using its facial recognition software in 2018. Of the 265 total requests, 29 were submitted by federal law enforcement agencies. Below is a breakdown of these requests by month.

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### **ALLSTON-BRIGHTON TAB**

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A public hearing for this permit is required by law.

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“If a city or town or any other person purchases any lands formerly used as a railroad right-of-way or any property appurtenant thereto formerly used by any railroad company in the Commonwealth, no permit to build a structure of any kind on land so purchased shall be issued by any city or town in the Commonwealth without first obtaining, after a public hearing, the consent in writing to the issuance of such permit from the Secretary of the Massachusetts Department of Transportation (MassDOT).”

Therefore, in accordance with M.G.L. Chapter 40, Section 54A, MassDOT will host a public hearing on Monday, June 3, 2019, to solicit comments on a building permit request for Lots 2-8 in Commerce Park on Commerce Boulevard in Town of Plainville. The Town’s Building Commissioner has requested this hearing, as a portion of the identified property includes the Right of Way for an abandoned railroad.

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**From:** [REDACTED]  
[REDACTED]  
[REDACTED] [Boyle, Christopher \(POL\)](#)  
**Subject:** Re: facial recognition  
**Date:** Friday, May 10, 2019 5:04:20 PM  
**Attachments:** [REDACTED].pdf

---

Hi Charles,

RE: [REDACTED] AKA'S

1. [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Attached please find the following:

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]

[REDACTED]

No new records were located.

[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]

---



**From:** [REDACTED] (POL)  
**Sent:** Wednesday, May 8, 2019 3:49 PM  
**To:** [REDACTED] (POL)  
**Subject:** Fwd: facial recognition

This is the follow-up info from the fraud unit - Includes what they found looking at the subject I forwarded previously.

Thank you

Sent from my iPhone

Begin forwarded message:

**From:** "Boyle, Christopher (DOT)" <[Christopher.P.Boyle@dot.state.ma.us](mailto:Christopher.P.Boyle@dot.state.ma.us)>  
**Date:** May 8, 2019 at 2:35:19 PM EDT  
**To:** "Commonwealth Fusion Center (POL)" <[fusion@pol.State.MA.US](mailto:fusion@pol.State.MA.US)>, [REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

**Subject:** RE: facial recognition

[REDACTED]

[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Respectfully,

[REDACTED]

---

**From:** Commonwealth Fusion Center (POL)

**Sent:** Monday, May 6, 2019 4:04 PM

**To:** [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] Boyle, Christopher (POL)

<[Christopher.Boyle@pol.state.ma.us](mailto:Christopher.Boyle@pol.state.ma.us)>

**Subject:** FW: facial recognition

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] If you need any additional

information, please let me know. Thanks.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

---

**From:** [REDACTED] <[\[REDACTED\]@flhsmv.gov](mailto:[REDACTED]@flhsmv.gov)>

**Sent:** Monday, May 6, 2019 2:58 PM

**To:** Commonwealth Fusion Center (POL) <[fusion@pol.State.MA.US](mailto:fusion@pol.State.MA.US)>

**Subject:** facial recognition

[REDACTED]

[REDACTED]

case # [REDACTED] I am assisting on. Your help in this matter is greatly appreciated.

[REDACTED]

---

This email originated from a Florida Department of Highway Safety and Motor Vehicles email address.  
Always use caution when clicking links or opening attachments unless you recognize the sender and know the content is safe.  
Please Note: Florida has very broad public records laws. Unless a statutory exemption applies, emails are subject to public disclosure.  
This email has been scanned by the Symantec Email Security.cloud service.

---

**From:** [Riley, Judith \(DOT\)](#)  
**To:** [Goddard, Jacquelyn \(DOT\)](#)  
**Subject:** MassDOT EOD  
**Date:** Friday, May 10, 2019 5:03:07 PM

---

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**To:** [Riley, Judith \(DOT\)](#); [Pesaturo, Joe D \(MBTA\)](#); [Marvin, Patrick \(DOT\)](#); [Battiston, Lisa \(DOT\)](#)  
**Subject:** RE: EOD May 10 Final Draft  
**Date:** Friday, May 10, 2019 4:33:15 PM

---

Please note I have no edits. Thanks.

---

**From:** Riley, Judith (DOT)  
**Sent:** Friday, May 10, 2019 4:22 PM  
**To:** Goddard, Jacquelyn (DOT); Pesaturo, Joe D (MBTA); Marvin, Patrick (DOT); Battiston, Lisa (DOT)  
**Subject:** EOD May 10 Final Draft

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- Julie Cohen asked about proposed bus route changes as part of the Better Bus Project, asking, “a few of the MBTA bus routes (501-504) state that changes will be implemented during ‘peak afternoon hours but doesn’t explain what those are... Also the website states changes would be implemented in late 2019 or early 2020 - do you have anything more specific?” Cohen was pointed to the FMCB-approved [changes](#), the [original proposals](#), and informed that the MBTA’s [Service Delivery Policy](#) defines PM peak as 4-6:30 p.m. Additionally, the MBTA updates schedules on a quarterly basis. Due to the number of changes, these changes will be phased in over two quarters beginning in fall 2019 and winter 2019. Some proposed changes require significant coordination with third parties and those changes will likely occur in 2020 (or later, depending on this coordination). Prior to the start of each new schedule, the MBTA will conduct outreach to the riders of those routes affected to ensure people know how their routes and/or stops may be affected.

#### **BOSTON25 NEWS**

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A public hearing for this permit is required by law. Please note the attached a copy of Chapter 40 Section 54A, *Permits for Construction on Railroad Rights-of-Way*. This document provides background information on MassDOT's role in this specific permit process, and includes the following:

“If a city or town or any other person purchases any lands formerly used as a railroad right-of-way or any property appurtenant thereto formerly used by any railroad company in the Commonwealth, no permit to build a structure of any kind on land so purchased shall be issued by any city or town in the Commonwealth without first obtaining, after a public hearing, the consent in writing to the issuance of such permit from the Secretary of the Massachusetts Department of Transportation (MassDOT).”

Therefore, in accordance with M.G.L. Chapter 40, Section 54A, MassDOT will host a public hearing on Monday, June 3, 2019, to solicit comments on a building permit request for Lots 2-8 in Commerce Park on Commerce Boulevard in Town of Plainville. The Town's Building Commissioner has requested this hearing, as a portion of the identified property includes the Right of Way for an abandoned railroad.

#### **STATE HOUSE NEWS SERVICE**

- MassDOT sent information on notable upcoming public events to this news outlet. MassDOT's submission included information on the MBTA FMCB meeting, as well as meetings of the Finance and Audit Committee and Capital Programs Committee.

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- A reporter with this outlet contacted MassDOT regarding a project to install signage in Agawam and West Springfield notifying members of the public when a roadway is blocked due to train traffic. MassDOT provided basic information on schedule and upcoming activities.

#### **MULTIPLE OUTLETS**

- MassDOT sent a release to media announcing that the Sumner Tunnel in Boston will be closed to all vehicular traffic during the overnight hours of 11 p.m., through 5 a.m., on the evening of Monday, May 13, and well as the evenings of Tuesday, May 14, and Wednesday, May 15. During these overnight hours, all vehicular traffic seeking to access the Sumner Tunnel will be detoured to the Ted Williams Tunnel.
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**From:** [Riley, Judith \(DOT\)](#)  
**To:** [Goddard, Jacquelyn \(DOT\)](#); [Pesaturo, Joe D \(MBTA\)](#); [Marvin, Patrick \(DOT\)](#); [Battiston, Lisa \(DOT\)](#)  
**Subject:** EOD May 10 Final Draft  
**Date:** Friday, May 10, 2019 4:21:38 PM

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## **TOBIN BRIDGE/CHELSEA CURVES REHABILITATION PROJECT**

- MassDOT today held a media avail reminding members of the public of the closure of one of three southbound travel lanes on Route 1 in Chelsea and the Tobin Bridge beginning the morning of Tuesday, May 14. The public is also reminded that the one-lane northbound closure on the Tobin Bridge and Route 1 is being expanded by the morning of Tuesday, May 14. A press release was distributed after this event.

## **BOSTON GLOBE**

- This outlet requested traffic volume data. The outlet was directed to MassDOT's online traffic volume portal.
- A reporter with this outlet asked about the Registry's time frame for retaining and disposing of State Police motor vehicle citations. He asked, "What is the oldest year for which MassDOT/the RMV/the Merit Rating Board still has copies of the actual paper/physical carbon copy citations State Police issued? And for the most recent year of copies that have been destroyed/disposed of, can you say when (what month and year) MassDOT/the RMV/the Merit Rating Board destroyed/disposed of them?" A MassDOT spokesperson provided the following response: "The Registry of Motor Vehicles has copies of citations issued by law enforcement entities, including the Massachusetts State Police, dating back to 2006. The Registry has disposed of citations that pre-date 2006, as any citations that pre-date 2006 are not required to be retained as dictated under the record conservation schedule."
- A reporter with this outlet inquired if an East Brookfield resident registered a private restricted landing area with the Department of Transportation. The reporter was informed that the individual does not have a registered private restricted landing area.

## **BOSTON HERALD**

- A reporter contacted MassDOT today to ask for information on access by law enforcement to the Registry's database for facial recognition purposes. She asked, "I am looking for confirmation that MassDOT allows law enforcement to use the Registry of Motor Vehicle's driver's license database for the purposes of facial recognition. I would also like to request the number of photos that were submitted by law enforcement in either 2018 or fiscal 2018 (whichever is more convenient/however your office organizes and records that information) and how many of those requests came from federal agencies." A MassDOT spokesperson provided the information below.

The Registry of Motor Vehicles received 265 requests to assist law enforcement in their investigations using its facial recognition software in 2018. Of the 265 total requests, 29 were submitted by federal law enforcement agencies. Below is a breakdown of these requests by month.

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**From:** [Riley, Judith \(DOT\)](#)  
**To:** [mary.markos@bostonherald.com](mailto:mary.markos@bostonherald.com)  
**Cc:** [Goddard, Jacquelyn \(DOT\)](#)  
**Subject:** facial recognition  
**Date:** Friday, May 10, 2019 4:08:57 PM

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Hi Mary,

Please find below information regarding your inquiry.

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Below is a breakdown of these requests by month.

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Thanks,

Judi

**From:** Mary Markos <[mary.markos@bostonherald.com](mailto:mary.markos@bostonherald.com)>  
**Sent:** Friday, May 10, 2019 1:05 PM  
**To:** Marvin, Patrick (DOT) <[Patrick.Marvin@dot.state.ma.us](mailto:Patrick.Marvin@dot.state.ma.us)>  
**Cc:** Riley, Judith (DOT) <[JudithReardon.Riley@dot.state.ma.us](mailto:JudithReardon.Riley@dot.state.ma.us)>; Goddard, Jacquelyn (DOT) <[Jacquelyn.Goddard@dot.state.ma.us](mailto:Jacquelyn.Goddard@dot.state.ma.us)>  
**Subject:** Re: facial recognition

Thank you, Patrick.



Judi,

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Thank you,

On Fri, May 10, 2019 at 1:03 PM Marvin, Patrick (DOT) <[patrick.marvin@state.ma.us](mailto:patrick.marvin@state.ma.us)> wrote:

Hi Mary –

I'm adding my colleague Judi Riley to this email.

Thanks,  
Patrick

Patrick Marvin  
Communications Office  
Massachusetts Department of Transportation  
Cell: (617)-894-6553  
Office: (857)-368-8909  
Twitter: [@pmarvin123](https://twitter.com/pmarvin123)

**From:** Mary Markos [mailto:[mary.markos@bostonherald.com](mailto:mary.markos@bostonherald.com)]  
**Sent:** Friday, May 10, 2019 1:01 PM  
**To:** Marvin, Patrick (DOT)  
**Subject:** facial recognition

Hi Patrick,

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Thank you,

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**Mary Markos** | *Reporter*

[Boston Herald](#)

O: 617-619-6546 ↓ C: 978-500-6140

[mary.markos@bostonherald.com](mailto:mary.markos@bostonherald.com)

Twitter: @maryathanasia

**From:** [Browne, Felix \(EPS\)](#)  
**To:** [Browne, Felix \(EPS\)](#)  
**Subject:** 5/10/2019 EOPSS comms update  
**Date:** Friday, May 10, 2019 4:07:02 PM  
**Attachments:** [Mayor Hedlund Weymouth Compressor ltr.pdf](#)

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- **WBUR** – Barbara Moran is doing a story about the proposed Weymouth compressor and asked how EOPSS is involved. We provided the attached letter from Gov. Baker and directed her to the public safety-related section.
- **Boston Herald** – Mary Markos asked State Police if they wished to comment on Senate and House bills that would ban their use of facial recognition technology. They declined to comment on the bills.
- **WJAR Providence** – Investigative reporter Parker Gavigan researching training funds reimbursements to local police departments, specifically Attleboro's, because he thinks the department is training too many of its officers on how to take 911 calls. The officers must be covered for 16 hours of backfill overtime while they are in state-required training, and all of these costs are borne by the \$1.50 charge on consumer phone bills. We conveyed that State 911's priority is making sure there is never a situation in a department where you have an untrained call taker on a 911 desk. Local departments are allowed to register as many staff as they wish for training as long as they do not exceed their allotted percentage of the \$3.8 million used each year for training. The fact that certain departments train a higher percentage of their staff does not mean that other departments are going without training.
- **NPR** – Cheryl Thompson asked how many registered sex offenders there are in Massachusetts. There are 11,117 of which 1,234 are in violation of their obligation to register under the law. She is comparing various states.

**From:** [Goddard, Jacquelyn \(DOT\)](#)  
**To:** [Riley, Judith \(DOT\)](#)  
**Subject:** Re: facial recognition ON DEADLINE 5 PM  
**Date:** Friday, May 10, 2019 4:06:05 PM

---

Great. Please send.

Jacquelyn Goddard  
Communications Office  
Massachusetts Department of Transportation

On May 10, 2019, at 4:03 PM, Riley, Judith (DOT) <[JudithReardon.Riley@dot.state.ma.us](mailto:JudithReardon.Riley@dot.state.ma.us)> wrote:

Hi Jacque,

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I hope you are well. I am wondering if you can confirm that MassDOT allows law enforcement to use the Registry of Motor Vehicle's driver's license database for the purposes of facial recognition. Can you also tell me how many photos were submitted by law enforcement in either 2018 or fiscal 2018 (whichever is more convenient/however your office organizes and records that



information) and how many of those requests came from federal agencies? My deadline is 5 p.m. Let me know what you think you can do on this before then.

Thank you,

--

**Mary Markos** | *Reporter*

[Boston Herald](#)

O: 617-619-6546 | C: 978-500-6140

[mary.markos@bostonherald.com](mailto:mary.markos@bostonherald.com)

Twitter: @maryathanasia

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Twitter: @maryathanasia

**From:** [Riley, Judith \(DOT\)](#)  
**To:** [Goddard, Jacquelyn \(DOT\)](#)  
**Subject:** facial recognition ON DEADLINE 5 PM  
**Date:** Friday, May 10, 2019 4:03:35 PM

---

Hi Jacque,

Is this good to go?

**Draft 4:02 p.m.**

The Registry of Motor Vehicles received 265 requests to assist law enforcement in their investigations using its facial recognition software in 2018. Of the 265 total requests, 29 were submitted by federal law enforcement agencies.

Below is a breakdown of these requests by month.

<b>Month</b>	<b>Total Law Enforcement Requests - state, local, federal law enforcement</b>	<b>Number of the requests that were made by federal law enforcement</b>
<b>January</b>	31	0
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**From:** Mary Markos <[mary.markos@bostonherald.com](mailto:mary.markos@bostonherald.com)>  
**Sent:** Friday, May 10, 2019 1:05 PM  
**To:** Marvin, Patrick (DOT) <[Patrick.Marvin@dot.state.ma.us](mailto:Patrick.Marvin@dot.state.ma.us)>  
**Cc:** Riley, Judith (DOT) <[JudithReardon.Riley@dot.state.ma.us](mailto:JudithReardon.Riley@dot.state.ma.us)>; Goddard, Jacquelyn (DOT) <[Jacquelyn.Goddard@dot.state.ma.us](mailto:Jacquelyn.Goddard@dot.state.ma.us)>  
**Subject:** Re: facial recognition

Thank you, Patrick.

Judi,

I am looking for confirmation that MassDOT allows law enforcement to use the Registry of Motor Vehicle's driver's license database for the purposes of facial recognition. I would also like to request the number of photos that were submitted by law enforcement in either 2018 or fiscal 2018 (whichever is more convenient/however your office organizes and records that information) and how many of those requests came from federal agencies. My deadline is 5 p.m. Please let me know if you have any questions.

Thank you,

On Fri, May 10, 2019 at 1:03 PM Marvin, Patrick (DOT) <[patrick.marvin@state.ma.us](mailto:patrick.marvin@state.ma.us)> wrote:

Hi Mary –

I'm adding my colleague Judi Riley to this email.

Thanks,  
Patrick

Patrick Marvin  
Communications Office  
Massachusetts Department of Transportation  
Cell: (617)-894-6553  
Office: (857)-368-8909  
Twitter: [@pmarvin123](https://twitter.com/pmarvin123)

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**Subject:** facial recognition

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**From:** [Riley, Judith \(DOT\)](#)  
**To:** [Battiston, Lisa \(DOT\)](#); [Bernice Freedman](#); [Goddard, Jacquelyn \(DOT\)](#); [Jessen, Klark \(DOT\)](#); [jmehigan@massport.com](#); [Marvin, Patrick \(DOT\)](#); [Pesaturo, Joe D \(MBTA\)](#); [Riley, Judith \(DOT\)](#); [Sam Hooper](#); [Verseckes, Michael \(MBTA\)](#)  
**Subject:** EOD May 10 First Draft  
**Date:** Friday, May 10, 2019 4:01:38 PM

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## TOBIN BRIDGE/CHELSEA CURVES REHABILITATION PROJECT

- MassDOT today held a media avail reminding members of the public of the closure of one of three southbound travel lanes on Route 1 in Chelsea and the Tobin Bridge beginning the morning of Tuesday, May 14. The public is also reminded that the one-lane northbound closure on the Tobin Bridge and Route 1 is being expanded by the morning of Tuesday, May 14. A press release was distributed after this event.

## BOSTON GLOBE

- This outlet requested traffic volume data. The outlet was directed to MassDOT’s online traffic volume portal.
- A reporter with this outlet asked about the Registry’s time frame for retaining and disposing of State Police motor vehicle citations. He asked, “What is the oldest year for which MassDOT/the RMV/the Merit Rating Board still has copies of the actual paper/physical carbon copy citations State Police issued? And for the most recent year of copies that have been destroyed/disposed of, can you say when (what month and year) MassDOT/the RMV/the Merit Rating Board destroyed/disposed of them?” A MassDOT spokesperson provided the following response: “The Registry of Motor Vehicles has copies of citations issued by law enforcement entities, including the Massachusetts State Police, dating back to 2006. The Registry has disposed of citations that pre-date 2006, as any citations that pre-date 2006 are not required to be retained as dictated under the record conservation schedule.”
- A reporter with this outlet inquired if an East Brookfield resident registered a private restricted landing area with the Department of Transportation. The reporter was informed that the individual does not have a registered private restricted landing area.

## BOSTON HERALD

- A reporter contacted MassDOT today to ask for information on access by law enforcement to the Registry’s database for facial recognition purposes. She asked, “I am looking for confirmation that MassDOT allows law enforcement to use the Registry of Motor Vehicle’s driver’s license database for the purposes of facial recognition. I would also like to request the number of photos that were submitted by law enforcement in either 2018 or fiscal 2018 (whichever is more convenient/however your office organizes and records that information) and how many of those requests came from federal agencies.” A MassDOT spokesperson provided the information below.

The Registry of Motor Vehicles received 265 requests to assist law enforcement in their investigations using its facial recognition software in 2018. Of the 265 total requests, 29 were submitted by federal law enforcement agencies. Below is a breakdown of these requests by month.

<u>Month</u>	<u>Total Law Enforcement Requests - state,</u>	<u>Number of the requests that were made by federal law enforcement</u>

	<u>local, federal law enforcement</u>	
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#### **ALLSTON-BRIGHTON TAB**

- Julie Cohen asked about proposed bus route changes as part of the Better Bus Project, asking, “a few of the MBTA bus routes (501-504) state that changes will be implemented during ‘peak afternoon hours but doesn’t explain what those are... Also the website states changes would be implemented in late 2019 or early 2020 - do you have anything more specific?” Cohen was pointed to the FMCB-approved [changes](#), the [original proposals](#), and informed that the MBTA’s [Service Delivery Policy](#) defines PM peak as 4-6:30 p.m. Additionally, the MBTA updates schedules on a quarterly basis. Due to the number of changes, these changes will be phased in over two quarters beginning in fall 2019 and winter 2019. Some proposed changes require significant coordination with third parties and those changes will likely occur in 2020 (or later, depending on this coordination). Prior to the start of each new schedule, the MBTA will conduct outreach to the riders of those routes affected to ensure people know how their routes and/or stops may be affected.

#### **BOSTON25 NEWS**

- A reporter received answers to follow-up questions that he submitted regarding a driving record that he received yesterday.

#### **SUN CHRONICLE**

- A reporter received information today in response to his questions regarding a June 3 MassDOT public hearing. The hearing is being held, per statute, to facilitate comments on a request for a building permit for property that is located on the Right of Way for an abandoned railroad. A MassDOT spokesperson provided the information below.

A public hearing for this permit is required by law. Please note the attached a copy of Chapter 40 Section 54A, *Permits for Construction on Railroad Rights-of-Way*. This

document provides background information on MassDOT's role in this specific permit process, and includes the following:

“If a city or town or any other person purchases any lands formerly used as a railroad right-of-way or any property appurtenant thereto formerly used by any railroad company in the Commonwealth, no permit to build a structure of any kind on land so purchased shall be issued by any city or town in the Commonwealth without first obtaining, after a public hearing, the consent in writing to the issuance of such permit from the Secretary of the Massachusetts Department of Transportation (MassDOT).”

Therefore, in accordance with M.G.L. Chapter 40, Section 54A, MassDOT will host a public hearing on Monday, June 3, 2019, to solicit comments on a building permit request for Lots 2-8 in Commerce Park on Commerce Boulevard in Town of Plainville. The Town's Building Commissioner has requested this hearing, as a portion of the identified property includes the Right of Way for an abandoned railroad.

### **STATE HOUSE NEWS SERVICE**

- MassDOT sent information on notable upcoming public events to this news outlet. MassDOT's submission included information on the MBTA FMCB meeting, as well as meetings of the Finance and Audit Committee and Capital Programs Committee.

### **AGAWAM ADVERTISER**

- A reporter with this outlet contacted MassDOT regarding a project to install signage in Agawam and West Springfield notifying members of the public when a roadway is blocked due to train traffic. MassDOT provided basic information on schedule and upcoming activities.

### **MULTIPLE OUTLETS**

- MassDOT sent a release to media announcing that the Sumner Tunnel in Boston will be closed to all vehicular traffic during the overnight hours of 11 p.m., through 5 a.m., on the evening of Monday, May 13, and well as the evenings of Tuesday, May 14, and Wednesday, May 15. During these overnight hours, all vehicular traffic seeking to access the Sumner Tunnel will be detoured to the Ted Williams Tunnel.
- MassDOT issued an advisory today to media outlets to announce that crews will be conducting bridge maintenance operations at specific locations on I-90 eastbound and westbound in West Stockbridge, Russell, Blandford, and Becket. The work is scheduled to begin on Monday, May 13, and will continue through to Friday, May 17, and will occur between the daytime hours of 7:00 a.m., and 5:00 p.m.
- MassDOT issued a press release today announcing upcoming events as part of Bay State Bike Week. The advisory includes details for the Annual Mayor's Bike Ride and Ribbon Cutting for the Columbia Greenway Westfield River Crossing on Monday, May 13, the MassDOT "Bike to Work" Breakfast and photo on Wednesday, May 15, and the Mayor's Ride and Ribbon Cutting for the Connecticut River Walk and Bikeway in West Springfield on Saturday, May 18.
- MassDOT issued a press release today regarding Massachusetts Walk, Bike, and Roll to School Day which took place on May 1, 2019. The advisory stated, in part, that MassDOT is pleased to announce that thousands of elementary and middle school students state-wide walked, biked, and rolled to school recently in celebration of the 10th Annual Massachusetts

Walk, Bike, and Roll to School Day. More than 300 schools participated in the event.

- MassDOT issued a press release today announcing the municipalities selected for infrastructure program awards from Safe Routes to School Program. The advisory states, in part: MassDOT is pleased to announce that a total of 14 municipalities have received infrastructure project awards through the Massachusetts Safe Routes to School (SRTS) Program. The selected projects are distributed across the Commonwealth, with at least one project located in each MassDOT Highway District. Projects were selected in the following municipalities: Agawam, Arlington, Boston, Dracut, Fairhaven, Gardner, Grafton, Harwich, Leominster, Longmeadow, Medway, Nantucket, North Adams, and Northampton.
- MassDOT issued a “Weekly Look-Ahead” for the Sumner Tunnel Toll Plaza reconstruction project. The advisory states, in part: The reconstruction of the Sumner Tunnel toll plaza will continue to progress at the job site from 6:30 a.m. to 4:00 p.m. and 9:00 p.m. to 5:00 a.m. for the period of Sunday, May 12 through Saturday, May 18. On Monday night, May 13 through Wednesday night, May 15, the electrical and communication wiring for the VMS signs will be completed. MassDOT will provide traffic control and this will require the closure of Route 1A Southbound. Traffic will be detoured to the Ted Williams Tunnel, I-90 Westbound to Route 93 or downtown Boston.
- MassDOT issued an advisory today announcing various traffic impacts in Worcester. The advisory states, in part: MassDOT will close the bridge that carries Blackstone River Road over the Blackstone River in Worcester from Saturday, May 11, at 5:00 a.m. through Sunday, May 12 in the afternoon. Additionally, the I-290 westbound Vernon St. (exit 13) off-ramp will be closed to allow for routine bridge work to take place overnight between the hours of 9:00 p.m. and 5:00 a.m. on Monday, May 13 through Friday, May 17.



**From:** [Goddard, Jacquelyn \(DOT\)](#)  
**To:** [Riley, Judith \(DOT\)](#); [Deveney, Erin \(DOT\)](#)  
**Cc:** [Palladino, Edward \(DOT\)](#); [Garrity, Rob \(DOT\)](#); [Finlaw, Sarah \(GOV\)](#)  
**Subject:** RE: facial recognition ON DEADLINE 5 PM  
**Date:** Friday, May 10, 2019 3:53:21 PM

---

Please note edits in yellow where I changed “this” to “these” and added word “were”. Thanks

## Draft 3:50 p.m.

The Registry of Motor Vehicles received 265 requests to assist law enforcement in their investigations using its facial recognition software in 2018. Of the 265 total requests, 29 were submitted by federal law enforcement agencies.

Below is a breakdown of **these** requests by month.

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<b>December</b>	25	2
<b>Total</b>	<b>265</b>	<b>29</b>

---

**From:** Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>  
**Sent:** Friday, May 10, 2019 2:16 PM  
**To:** Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>; Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>  
**Cc:** Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>; Palladino, Edward (DOT) <Edward.Palladino@dot.state.ma.us>; Garrity, Rob (DOT) <Rob.Garrity@dot.state.ma.us>; Finlaw, Sarah (GOV) <sarah.finlaw@MassMail.State.MA.US>  
**Subject:** RE: facial recognition ON DEADLINE 5 PM

**Suggested response for your review and comment:**

The Registry of Motor Vehicles received 265 requests to assist law enforcement in their investigations using its facial recognition software in 2018. Of the 265 total requests, 29 were submitted by federal law enforcement agencies.

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I am happy to clarify anything you see here. Sara

---

**From:** Riley, Judith (DOT)  
**Sent:** Friday, May 10, 2019 1:23 PM  
**To:** Deveney, Erin (DOT)  
**Cc:** Goddard, Jacquelyn (DOT); Palladino, Edward (DOT); Lavoie, Sara (DOT); Garrity, Rob (DOT); Finlaw, Sarah (GOV)  
**Subject:** facial recognition ON DEADLINE 5 PM  
**Importance:** High

Hi Registrar,

Boston Herald reporter Mary Markos is asking for confirmation that law enforcement has access to the RMV's database for facial recognition purposes. In addition, she is asking for the number of photos that were submitted by law enforcement in 2018 or FY 2018 and how many of those photos came from federal agencies. Her request is below. Her deadline is 5:00 p.m.

**Request:**

I am looking for confirmation that MassDOT allows law enforcement to use the Registry of Motor Vehicle's driver's license database for the purposes of facial recognition. I would also like to request the number of photos that were submitted by law enforcement in either 2018

or fiscal 2018 (whichever is more convenient/however your office organizes and records that information) and how many of those requests came from federal agencies.

Thank you very much.

Judi

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**Sent:** Friday, May 10, 2019 1:05 PM  
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**Cc:** Riley, Judith (DOT) <[JudithReardon.Riley@dot.state.ma.us](mailto:JudithReardon.Riley@dot.state.ma.us)>; Goddard, Jacquelyn (DOT) <[Jacquelyn.Goddard@dot.state.ma.us](mailto:Jacquelyn.Goddard@dot.state.ma.us)>  
**Subject:** Re: facial recognition

Thank you, Patrick.

Judi,

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Thank you,

On Fri, May 10, 2019 at 1:03 PM Marvin, Patrick (DOT) <[patrick.marvin@state.ma.us](mailto:patrick.marvin@state.ma.us)> wrote:

Hi Mary –

I'm adding my colleague Judi Riley to this email.

Thanks,  
Patrick

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**To:** Marvin, Patrick (DOT)  
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**Subject:** Re: facial recognition ON DEADLINE 5 PM  
**Date:** Friday, May 10, 2019 3:52:57 PM

---

Good.

Sent from my iPhone

On May 10, 2019, at 3:48 PM, Riley, Judith (DOT) <[JudithReardon.Riley@dot.state.ma.us](mailto:JudithReardon.Riley@dot.state.ma.us)> wrote:

Hi Registrar and Jacque,

Do you have any edits to Sara's proposed response below?

Thanks,

Judi

### **Draft 3:46 p.m.**

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**Subject:** facial recognition

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I hope you are well. I am wondering if you can confirm that MassDOT allows law enforcement to use the Registry of Motor Vehicle's driver's license database for the purposes of facial recognition. Can you also tell me how many photos were submitted by law enforcement in either 2018 or fiscal 2018 (whichever is more convenient/however your office organizes and records that information) and how many of those requests came from federal agencies? My deadline is 5 p.m. Let me know what you think you can do on this before then.

Thank you,

--

**Mary Markos** | *Reporter*

[Boston Herald](#)

O: 617-619-6546 | C: 978-500-6140

[mary.markos@bostonherald.com](mailto:mary.markos@bostonherald.com)

Twitter: @maryathanasia

--

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[Boston Herald](#)



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Twitter: @maryathanasia

**From:** [Riley, Judith \(DOT\)](#)  
**To:** [Deveney, Erin \(DOT\)](#); [Goddard, Jacquelyn \(DOT\)](#)  
**Cc:** [Palladino, Edward \(DOT\)](#); [Garrity, Rob \(DOT\)](#); [Finlaw, Sarah \(GOV\)](#)  
**Subject:** RE: facial recognition ON DEADLINE 5 PM  
**Date:** Friday, May 10, 2019 3:48:13 PM

---

Hi Registrar and Jacque,

Do you have any edits to Sara's proposed response below?

Thanks,

Judi

### **Draft 3:46 p.m.**

The Registry of Motor Vehicles received 265 requests to assist law enforcement in their investigations using its facial recognition software in 2018. Of the 265 total requests, 29 were submitted by federal law enforcement agencies.

Below is a breakdown of this requests by month.

<b>Month</b>	<b>Total Law Enforcement Requests - state, local, federal law enforcement</b>	<b>Number of the requests that made by federal law enforcement</b>
<b>January</b>	31	0
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<b>March</b>	29	3
<b>April</b>	19	2
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<b>June</b>	33	3
<b>July</b>	11	0
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<b>November</b>	16	5
<b>December</b>	25	2
<b>Total</b>	<b>265</b>	<b>29</b>

---

**From:** Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>  
**Sent:** Friday, May 10, 2019 2:16 PM

**To:** Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>; Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>

**Cc:** Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>; Palladino, Edward (DOT) <Edward.Palladino@dot.state.ma.us>; Garrity, Rob (DOT) <Rob.Garrity@dot.state.ma.us>; Finlaw, Sarah (GOV) <sarah.finlaw@MassMail.State.MA.US>

**Subject:** RE: facial recognition ON DEADLINE 5 PM

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I am happy to clarify anything you see here. Sara

---

**From:** Riley, Judith (DOT)

**Sent:** Friday, May 10, 2019 1:23 PM

**To:** Deveney, Erin (DOT)

**Cc:** Goddard, Jacquelyn (DOT); Palladino, Edward (DOT); Lavoie, Sara (DOT); Garrity, Rob (DOT); Finlaw, Sarah (GOV)

**Subject:** facial recognition ON DEADLINE 5 PM

**Importance:** High

Hi Registrar,

Boston Herald reporter Mary Markos is asking for confirmation that law enforcement has access to the RMV's database for facial recognition purposes. In addition, she is asking for the number of photos that were submitted by law enforcement in 2018 or FY 2018 and how many of those photos came from federal agencies. Her request is below. Her deadline is 5:00 p.m.

**Request:**

I am looking for confirmation that MassDOT allows law enforcement to use the Registry of Motor Vehicle's driver's license database for the purposes of facial recognition. I would also like to request the number of photos that were submitted by law enforcement in either 2018 or fiscal 2018 (whichever is more convenient/however your office organizes and records that information) and how many of those requests came from federal agencies.

Thank you very much.

Judi

**From:** Mary Markos <[mary.markos@bostonherald.com](mailto:mary.markos@bostonherald.com)>

**Sent:** Friday, May 10, 2019 1:05 PM

**To:** Marvin, Patrick (DOT) <[Patrick.Marvin@dot.state.ma.us](mailto:Patrick.Marvin@dot.state.ma.us)>

**Cc:** Riley, Judith (DOT) <[JudithReardon.Riley@dot.state.ma.us](mailto:JudithReardon.Riley@dot.state.ma.us)>; Goddard, Jacquelyn (DOT) <[Jacquelyn.Goddard@dot.state.ma.us](mailto:Jacquelyn.Goddard@dot.state.ma.us)>

**Subject:** Re: facial recognition

Thank you, Patrick.

Judi,

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Thank you,

On Fri, May 10, 2019 at 1:03 PM Marvin, Patrick (DOT) <[patrick.marvin@state.ma.us](mailto:patrick.marvin@state.ma.us)> wrote:

Hi Mary –

I'm adding my colleague Judi Riley to this email.

Thanks,  
Patrick

Patrick Marvin  
Communications Office  
Massachusetts Department of Transportation  
Cell: (617)-894-6553

Office: (857)-368-8909

Twitter: [@pmarvin123](#)

**From:** Mary Markos [mailto:[mary.markos@bostonherald.com](mailto:mary.markos@bostonherald.com)]

**Sent:** Friday, May 10, 2019 1:01 PM

**To:** Marvin, Patrick (DOT)

**Subject:** facial recognition

Hi Patrick,

I hope you are well. I am wondering if you can confirm that MassDOT allows law enforcement to use the Registry of Motor Vehicle's driver's license database for the purposes of facial recognition. Can you also tell me how many photos were submitted by law enforcement in either 2018 or fiscal 2018 (whichever is more convenient/however your office organizes and records that information) and how many of those requests came from federal agencies? My deadline is 5 p.m. Let me know what you think you can do on this before then.

Thank you,

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Twitter: [@maryathanasia](#)

**From:** [Procopio, David \(POL\)](#)  
**To:** [Lavoie, Sara \(DOT\)](#)  
**Subject:** Re: facial recognition ON DEADLINE 5 PM  
**Date:** Friday, May 10, 2019 3:45:15 PM

---

You too Sara. Be well.

Sent from my iPhone

On May 10, 2019, at 3:27 PM, Lavoie, Sara (DOT) <[Sara.Lavoie@dot.state.ma.us](mailto:Sara.Lavoie@dot.state.ma.us)> wrote:

Thanks Dave! Nice to chat with you. Have a wonderful weekend. Sara

---

**From:** Procopio, David (POL)  
**Sent:** Friday, May 10, 2019 3:04 PM  
**To:** Lavoie, Sara (DOT)  
**Subject:** RE: facial recognition ON DEADLINE 5 PM

Ok thanks Sara. We are not commenting in the story.

---

**From:** Lavoie, Sara (DOT) <[Sara.Lavoie@dot.state.ma.us](mailto:Sara.Lavoie@dot.state.ma.us)>  
**Sent:** Friday, May 10, 2019 2:35 PM  
**To:** Procopio, David (POL) <[david.procopio@pol.state.ma.us](mailto:david.procopio@pol.state.ma.us)>  
**Subject:** FW: facial recognition ON DEADLINE 5 PM

Hi Dave, FYI below on the stats and see attached.

---

**From:** Lavoie, Sara (DOT)  
**Sent:** Friday, May 10, 2019 2:34 PM  
**To:** Riley, Judith (DOT); Deveney, Erin (DOT)  
**Cc:** Goddard, Jacquelyn (DOT); Palladino, Edward (DOT); Garrity, Rob (DOT); Finlaw, Sarah (GOV)  
**Subject:** RE: facial recognition ON DEADLINE 5 PM

For a little context, I received the attached document last week. It is an ACLU fact sheet on the legislative proposal. The reporter's question seems to seek to update the 2015 stat in this material.

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**Cc:** Goddard, Jacquelyn (DOT); Palladino, Edward (DOT); Garrity, Rob (DOT); Finlaw, Sarah (GOV)  
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The Registry of Motor Vehicles received 265 requests to assist law enforcement in their investigations using its facial recognition software in 2018. Of the 265 total requests, 29 were submitted by federal law enforcement agencies.

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I am happy to clarify anything you see here. Sara

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**Cc:** Goddard, Jacquelyn (DOT); Palladino, Edward (DOT); Lavoie, Sara (DOT); Garrity, Rob (DOT); Finlaw, Sarah (GOV)  
**Subject:** facial recognition ON DEADLINE 5 PM  
**Importance:** High

Hi Registrar,

Boston Herald reporter Mary Markos is asking for confirmation that law enforcement has access to the RMV's database for facial recognition purposes. In addition, she is asking for the number of photos that were submitted by law enforcement in 2018 or FY 2018 and how many of those photos came from federal agencies. Her request is below. Her deadline is 5:00 p.m.

**Request:**

I am looking for confirmation that MassDOT allows law enforcement to use the Registry of Motor Vehicle's driver's license database for the purposes of facial recognition. I would also like to request the number of photos that were submitted by law enforcement in either 2018 or fiscal 2018 (whichever is more convenient/however your office organizes and records that information) and how

many of those requests came from federal agencies.

Thank you very much.

Judi

**From:** Mary Markos <[mary.markos@bostonherald.com](mailto:mary.markos@bostonherald.com)>  
**Sent:** Friday, May 10, 2019 1:05 PM  
**To:** Marvin, Patrick (DOT) <[Patrick.Marvin@dot.state.ma.us](mailto:Patrick.Marvin@dot.state.ma.us)>  
**Cc:** Riley, Judith (DOT) <[JudithReardon.Riley@dot.state.ma.us](mailto:JudithReardon.Riley@dot.state.ma.us)>; Goddard, Jacquelyn (DOT) <[Jacquelyn.Goddard@dot.state.ma.us](mailto:Jacquelyn.Goddard@dot.state.ma.us)>  
**Subject:** Re: facial recognition

Thank you, Patrick.

Judi,

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Thank you,

On Fri, May 10, 2019 at 1:03 PM Marvin, Patrick (DOT) <[patrick.marvin@state.ma.us](mailto:patrick.marvin@state.ma.us)> wrote:

Hi Mary –

I'm adding my colleague Judi Riley to this email.

Thanks,  
Patrick

Patrick Marvin  
Communications Office  
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**Subject:** facial recognition

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Twitter: @maryathanasia

**From:** [Guarino, Sarah \(DOT\)](#)  
**To:** [Lavoie, Sara \(DOT\)](#)  
**Date:** Friday, May 10, 2019 3:29:31 PM

---

Good afternoon Sara,

Hope this email finds you well.

I wanted to follow up with you to see if a decision has been made on the Program Coordinator I-Facial Recognition Analyst.

Looking forward to hearing from you and I want to thank you again for the opportunity of interviewing for this position.

Best regards,

**Sarah Guarino CSR II**  
**Haymarket Service Center**  
**MassDOT RMV Division**

**From:** [Guarino, Sarah \(DOT\)](#)  
**To:** [Lavoie, Sara \(DOT\)](#)  
**Date:** Friday, May 10, 2019 3:27:48 PM

---

Good afternoon Sara,

Hope this email finds you well.

I wanted to follow up with you to see if a decision has been made on the Program Coordinator I-Facial Recognition Analyst.

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Best regards,

**Sarah Guarino CSR II**  
**Haymarket Service Center**  
**MassDOT RMV Division**

**From:** [Lavoie, Sara \(DOT\)](#)  
**To:** [Procopio, David \(POL\)](#)  
**Subject:** RE: facial recognition ON DEADLINE 5 PM  
**Date:** Friday, May 10, 2019 3:27:13 PM

---

Thanks Dave! Nice to chat with you. Have a wonderful weekend. Sara

---

**From:** Procopio, David (POL)  
**Sent:** Friday, May 10, 2019 3:04 PM  
**To:** Lavoie, Sara (DOT)  
**Subject:** RE: facial recognition ON DEADLINE 5 PM

Ok thanks Sara. We are not commenting in the story.

---

**From:** Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>  
**Sent:** Friday, May 10, 2019 2:35 PM  
**To:** Procopio, David (POL) <david.procopio@pol.state.ma.us>  
**Subject:** FW: facial recognition ON DEADLINE 5 PM

Hi Dave, FYI below on the stats and see attached.

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**Sent:** Friday, May 10, 2019 2:34 PM  
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**Importance:** High

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Thank you very much.

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Twitter: @maryathanasia

**From:** [Boyle, Christopher \(DOT\)](#)  
**To:** [Murphy, Matthew G \(POL\)](#)  
**Subject:** FW: Search Warrant\_Bower st Draft 2.docx  
**Date:** Friday, May 10, 2019 3:24:00 PM  
**Attachments:** [Search Warrant\\_Bower st Draft 2.docx](#)  
[ATT00001.txt](#)

---

DLt,

Please see the attached draft.

Respectfully,

Chris

Sergeant Christopher Boyle  
Massachusetts State Police  
Division of Homeland Security and Preparedness  
Fraud Identification Unit  
10 Park Plaza, 2nd Floor  
Boston, MA 02116  
christopher.p.boyle@dot.state.ma.us  
cell: 781-738-7286

-----Original Message-----

From: Lucin, Cristina (POL)  
Sent: Friday, May 10, 2019 3:23 PM  
To: Boyle, Christopher (DOT)  
Subject: Search Warrant\_Bower st Draft 2.docx



**From:** [Lucin, Cristina \(POL\)](#)  
**To:** [Boyle, Christopher \(DOT\)](#)  
**Subject:** Search Warrant\_Bower st Draft 2.docx  
**Date:** Friday, May 10, 2019 3:22:57 PM  
**Attachments:** [Search Warrant\\_Bower st Draft 2.docx](#)  
[ATT00001.txt](#)

---

**From:** [REDACTED]  
**To:** [Boyle, Christopher \(POL\)](#); [REDACTED] (POL)  
**Subject:** FW: Possible Fraud - [REDACTED] MA [REDACTED] /FBI [REDACTED] [REDACTED]  
**Date:** Friday, May 10, 2019 2:59:44 PM

---

[REDACTED] can you please have [REDACTED] add Chris Boyle to these emails

Thanks/have a great weekend

---

**From:** [REDACTED] (POL)  
**Sent:** Friday, May 10, 2019 2:20 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Possible Fraud - [REDACTED] MA [REDACTED] /FBI [REDACTED] [REDACTED]

Det [REDACTED]

Re: your request FW: Possible Fraud - [REDACTED]  
MA [REDACTED] /FBI [REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Searched the name below nor record.  
[REDACTED] - S [REDACTED] - DOB: [REDACTED]  
[REDACTED] - S [REDACTED] - DOB: [REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]

---

**From:** [REDACTED] (POL)  
**Sent:** Thursday, May 9, 2019 11:18 AM  
**To:** [REDACTED] (POL)  
**Subject:** FW: Possible Fraud - [REDACTED]

---

**From:** Commonwealth Fusion Center (POL)  
**Sent:** Thursday, May 09, 2019 10:53 AM  
**To:** [REDACTED] (POL)  
**Subject:** Possible Fraud - [REDACTED]

Good Morning,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

I have advised Tewksbury PD to contact the MSP Fraud ID unit with any follow-up questions.

Respectfully,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

---

**From:** [REDACTED]@tewksbury-ma.gov>  
**Sent:** Thursday, May 9, 2019 9:56 AM  
**To:** Commonwealth Fusion Center (POL)  
**Subject:** Fwd: Photo

[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED] [REDACTED] SS# [REDACTED]

[REDACTED] [REDACTED] SS# [REDACTED]

[REDACTED]  
[REDACTED]

--  
Detective [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

**From:** [REDACTED] (POL)  
**To:** [REDACTED]  
**Subject:** Potential Fraudulent ID  
**Date:** Friday, May 10, 2019 2:53:20 PM  
**Attachments:** [REDACTED]  
[REDACTED]  
[Possible Fraudulent Identity Form.pdf](#)  
[image001.png](#)

---

Good Afternoon,

We received the below request from Bristol County Sheriff's Office. [REDACTED]  
[REDACTED]

Requestors Name & contact info: [REDACTED],  
[REDACTED] [@bcso-ma.org](mailto:[REDACTED]@bcso-ma.org)  
Subject's name & identifiers: [REDACTED]

Have a great weekend!

Respectfully,

[REDACTED]



CONFIDENTIALITY NOTICE: The information contained in this email and any attachment is privileged and confidential law enforcement information. If you are not the intended recipient, you are hereby notified that any disclosure, dissemination, or copying of this communication is strictly prohibited. If you have received this email in error, please call (978) 451-3700 immediately.

---

**From:** Commonwealth Fusion Center (POL)  
**Sent:** Friday, May 10, 2019 2:49 PM  
**To:** [REDACTED] <[\[REDACTED\]@bcso-ma.org](mailto:[REDACTED]@bcso-ma.org)>  
**Subject:** RE [REDACTED]

Good Afternoon,

[REDACTED]

[REDACTED]

[REDACTED]. Attached are all the documents.

Respectfully,

[REDACTED]



CONFIDENTIALITY NOTICE: The information contained in this email and any attachment is privileged and confidential law enforcement information. If you are not the intended recipient, you are hereby notified that any disclosure, dissemination, or copying of this communication is strictly prohibited. If you have received this email in error, please call (978) 451-3700 immediately.

---

**From:** [REDACTED] <[\[REDACTED\]@bcso-ma.org](mailto:[REDACTED]@bcso-ma.org)>  
**Sent:** Friday, May 10, 2019 1:20 PM  
**To:** Commonwealth Fusion Center (POL) <[fusion@pol.State.MA.US](mailto:fusion@pol.State.MA.US)>  
**Cc:** [REDACTED]  
[REDACTED]  
**Subject:** [REDACTED]  
**Importance:** High

Good afternoon,

[REDACTED]

Case# [REDACTED] / Crime 90/25, imposter.

Thank you,  
[REDACTED]

**From:** [REDACTED]  
**Subject:** RE: Access to DR Facial Rec photo run?  
**Date:** Friday, May 10, 2019 12:49:45 PM

---

**From:** [REDACTED]  
**Sent:** Friday, May 10, 2019 11:16 AM  
**To:** [REDACTED]@ice.dhs.gov>  
**Subject:** RE: Access to DR Facial Rec photo run?

Ok I will fwd you the email I got.

Respectfully Submitted,

[REDACTED]

---

**From:** [REDACTED]@ice.dhs.gov]  
**Sent:** Friday, May 10, 2019 11:14 AM  
**To:** [REDACTED] (DOT)  
**Subject:** RE: Access to DR Facial Rec photo run?

I don't have a connection down there, unfortunately. The turnaround is a few weeks anyway. If you send me the info you have, I can see what else I can do to try to ID him this afternoon.

---

**From:** [REDACTED]  
**Sent:** Friday, May 10, 2019 11:05 AM  
**To:** [REDACTED]@ice.dhs.gov>  
**Subject:** Access to DR Facial Rec photo run?

Good Morning Deb,

[REDACTED]

Respectfully Submitted,

[Redacted signature block]



**From:** [REDACTED]  
**Subject:** FW: Updated info for [REDACTED]  
**Date:** Friday, May 10, 2019 11:16:00 AM  
**Attachments:** [ATT00001.htm](#)  
[REDACTED]  
[SKM\\_36819042801440.pdf](#)  
[image001.png](#)  
[image002.png](#)

---

Thanks for looking into this

Respectfully Submitted,

[REDACTED]

---

**From:** Boyle, Christopher (DOT)  
**Sent:** Friday, May 3, 2019 3:14 PM  
**To:** [REDACTED]  
**Subject:** FW: Updated info for [REDACTED]  
**Importance:** High

[REDACTED]

[REDACTED]

Sergeant Christopher Boyle  
Massachusetts State Police  
Division of Homeland Security and Preparedness  
Fraud Identification Unit  
10 Park Plaza, 2<sup>nd</sup> Floor  
Boston, MA 02116  
[christopher.p.boyle@dot.state.ma.us](mailto:christopher.p.boyle@dot.state.ma.us)  
cell: 781-738-7286



**From:** Ariely, Michael (DOT)  
**Sent:** Friday, May 3, 2019 1:39 PM  
**To:** Boyle, Christopher (DOT)  
**Subject:** FW: Updated info for [REDACTED]  
**Importance:** High

SGT Boyle,

[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]

Thank you,

**Michael Ariely**

Supervisor of Enforcement Services | MassDOT / RMV Division  
Main Line: 857-368-9500 | Fax: 857-368-0649  
Direct: 857-368-8601 | [Michael.Ariely@State.MA.US](mailto:Michael.Ariely@State.MA.US)



---

**From:** [REDACTED]@pd.boston.gov]  
**Sent:** Friday, May 3, 2019 1:23 PM  
**To:** Ariely, Michael (DOT)  
**Subject:** Fwd: Updated info for [REDACTED]

Begin forwarded message:

**From:** [REDACTED]@pd.boston.gov>  
**Date:** May 3, 2019 at 9:58:38 AM EDT  
**To:** [REDACTED]@pd.boston.gov>  
**Subject:** Fwd: Updated info for [REDACTED]

FYI

----- Forwarded message -----

**From:** [REDACTED]@westwoodpd.org>  
**Date:** Thu, May 2, 2019 at 6:49 PM  
**Subject:** Updated info for [REDACTED]  
**To:** [REDACTED]@pd.boston.gov>

Hello,

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED] (see attached)

I don't think I can be of any further help but let me know.

If you wouldn't mind updating me if there is anything new I would appreciate it.

Thanks,

[REDACTED]

*The Attorney General has determined that email correspondences are public records unless the content of the email falls with one of the stated exemptions under the Public Records Laws*

--  
[REDACTED]

**From:** [REDACTED]  
**Subject:** RE: Access to DR Facial Rec photo run?  
**Date:** Friday, May 10, 2019 11:16:00 AM

---

Ok I will fwd you the email I got.

Respectfully Submitted,

[REDACTED]

---

**From:** [REDACTED]@ice.dhs.gov]  
**Sent:** Friday, May 10, 2019 11:14 AM  
**To:** [REDACTED]  
**Subject:** RE: Access to DR Facial Rec photo run?

I don't have a connection down there, unfortunately. The turnaround is a few weeks anyway. If you send me the info you have, I can see what else I can do to try to ID him this afternoon.

---

**From:** [REDACTED]  
**Sent:** Friday, May 10, 2019 11:05 AM  
**To:** [REDACTED]@ice.dhs.gov>  
**Subject:** Access to DR Facial Rec photo run?

Good Morning [REDACTED]

[REDACTED]

Respectfully Submitted,

[REDACTED]



**From:** [REDACTED]  
**Subject:** RE: Access to DR Facial Rec photo run?  
**Date:** Friday, May 10, 2019 11:13:52 AM

---

I don't have a connection down there, unfortunately. The turnaround is a few weeks anyway. If you send me the info you have, I can see what else I can do to try to ID him this afternoon.

---

**From:** [REDACTED]  
**Sent:** Friday, May 10, 2019 11:05 AM  
**To:** [REDACTED]  
**Subject:** Access to DR Facial Rec photo run?

Good Morning [REDACTED]

[REDACTED]

Respectfully Submitted,

[REDACTED]

**From:** [REDACTED]  
**Subject:** Access to DR Facial Rec photo run?  
**Date:** Friday, May 10, 2019 11:05:00 AM

---

Good Morning [REDACTED]

[REDACTED]

Respectfully Submitted,

[REDACTED]

From: [Newton, Mark \(DOT\)](#)  
 To: [Deveney, Erin \(DOT\)](#); [Bedard, David \(DOT\)](#)  
 Cc: [Newton, Mark \(DOT\)](#)  
 Subject: Registrar/IT Weekly Check in  
 Date: Friday, May 10, 2019 9:50:55 AM

Good Friday Morning Registrar, Dave,

This week's updates for consideration during our scheduled 10 AM call today - Thank you

Best,  
 Mark

**Watertown RMV Service Center Move**

- Official opening date: Monday, June 10, 2019 - moving will commence after COB Friday, June 7
- MassDOT IT, walkthrough with RMV Business to confirm IT requirements is tentatively scheduled for Thursday, May 23, 1:00 PM

**Taunton RMV Service Center Move**

- Still no official move date Targeting July 1 opening
- If July 1 date cannot be met, the move would be delayed until January per RMV Registrar

###

Miscellaneous

- AAA/RMV System Wide, Firewall Patching/Upgrade
  - AAA Date: Wednesday, May 8, 2019 at close -/ Successfully Completed -/
  - **Next Week** RMV Date: Tuesday and Wednesday, May 14 & 15, 2019 at service center close (more dates MAY be needed)
- ATLAS Sync Pack, Friday, May 17, live on Saturday, May 18, 2019
- Maintenance –Generally-

Item	Description	Date/Timeframe	Service Impacting	Comments
1	EOTSS to perform non-disruptive maintenance on the Netapp storage environment. The maintenance is required to update the environment to support Atlas R2	<p>1. <b>Add new SSD storage capacity</b>            Description            Add 2 additional SSD shelves to the Netapp 8080 array and create two new aggregates (3 &amp; 4). New capacity will be approximately 130TB            Proposed schedule            o <b>May 3rd 6pm – 10pm</b>  <b>COMPLETE</b></p> <p>2. <b>Merge SSD storage to create optimized aggregates</b>            Description            Merge original SSD aggregates with new aggregates 3 &amp; 4 to optimize performance            Proposed schedule            o <b>May 9th 6pm – 10pm</b>  <b>COMPLETE</b></p> <p>3. <b>Configure 8200 SAS controllers</b>            Description            Remove the existing SAS controllers and replace them with new 8200 controllers            Proposed schedule            o <b>May 16th 6pm – 10pm</b></p> <p>4. <b>Upgrade the Netapp Ontap operating system</b>            Description            Upgrade Ontap OS from version 9.3 to 9.5            Proposed schedule            o <b>May 23rd 6pm – 10pm</b></p>	No downtime is expected	There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2. To complete these activities, EOTSS is proposing weekly storage maintenance windows <b>which started on April 25th</b> . The maintenance has been scheduled over multiple weeks to minimize risks to the ATLAS environment. All maintenance will be done "live" and will not require any downtime of the ATLAS environment.
2	MassDOT IT, Network team to move PCI devices from the old switch stacks to the new PCI switch stacks on the 2nd & 3rd floor data closet and MDF room at Quincy Headquarters (CHG0037595)	<b>THIS Weekend</b> Saturday, May 11, 2019 from 09:00 AM to 04:00 PM	No citizen downtime is expected – However: For anyone working on Saturday, during these hours, there will be minor interruptions to their PC as we migrate them to the new PCI switch stack	Update: 5/2/2019: ...Completed 38 PC and 38 pin pad moves on 4/27 for the 3rd Floor. Still have more on the 3rd floor and many more on the 2nd floor.

5/10/2019 9:17 AM

From: Newton, Mark (DOT)  
 Sent: Friday, May 03, 2019 9:35 AM  
 To: Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Bedard, David (DOT) <david.bedard@state.ma.us>  
 Cc: Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>  
 Subject: Registrar/IT Weekly Check in

Good Morning Registrar, Dave... Happy Friday!

Please find this week's updates for consideration during our scheduled 10 AM call today. Thank you

Best,  
 Mark

**Watertown RMV Service Center Move**

- No official move date Mid-June per General Services



- No known risk or impediments with IT
- Comcast fiber installation
  - Installation completed
  - Circuit activation is required and will be scheduled 2 weeks before planned opening

**Taunton RMV Service Center Move**

- No official move date Targeting July 1 opening
- If July 1 date cannot be met, the move would be delayed until January per RMV Registrar
- Comcast order process started
  - Site survey scheduled for 5/3/19
- IP Worksheet to be created by 5/10 to start configuration process for new DL/ID stations
- Requests for quotes submitted to vendors:
  - Idemia
    - Submitted for approval
  - ACF
    - Waiting for RFQ
  - Valley Communications
    - Waiting for RFQ
- MVN informed of move

###

Miscellaneous

- Public Facing PCs at Haymarket Service Center – Two -2- have been added (on 4/30/2019) to make a total of three -3-
- AAA/RMV System Wide, Firewall Patching/Upgrade
  - **Confirmed** AAA Date: Wednesday, May 8, 2019 at close -/ Notification made to AAA Northeast/AAA Pioneer Valley -/
  - **Confirmed** RMV Date: Tuesday and Wednesday, May 14 & 15, 2019 at service center close (more dates MAY be needed) -/Communication is being drafted and will be sent today 5/3/2019 -/
- Maintenance –Generally-

Item	Description	Date/Timeframe	Service Impacting	Comments
1	EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support Atlas R2	1. <b>Add new SSD storage capacity</b> Description Add 2 additional SSD shelves to the Netapp 8080 array and create two new aggregates (3 & 4) new capacity will be approximately 130TB Proposed schedule ◦ <b>May 3rd 6pm – 10pm</b> 2. <b>Merge SSD storage to create optimized aggregates</b> Description Merge original SSD aggregates with new aggregates 3 & 4 to optimize performance Proposed schedule ◦ <b>May 9th 6pm – 10pm</b> 3. <b>Configure 8200 SAS controllers</b> Description Remove the existing SAS controllers and replace them new 8200 controllers Proposed schedule ◦ <b>May 16th 6pm – 10pm</b> 4. <b>Upgrade the Netapp Ontap operating system</b> Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule ◦ <b>May 23rd 6pm – 10pm</b>	No downtime is expected	There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2 To complete these activities, EOTSS is proposing weekly storage maintenance windows <b>which started on April 25th</b> The maintenance has been scheduled over multiple weeks to minimize risks to the ATLAS environment All maintenance will be done "live" and will not require any downtime of the ATLAS environment
2	MassDOT IT, Operations/Server team, Data Center Relocation, In continuing support of the ongoing Core Switch Upgrade and the Data Center Relocation efforts in 10 PP (move from 8110 to 8150), the MassDOT IT, Server team will be migrating many virtual servers (or "VMs") to new equipment in the new location (CHG0037552)	Saturday, May 4, 2019 from 08:00 PM – 08:30 PM	RMV Customer Impact: No RMV internet transactions, no IVR transactions during this time window	Mark has sent notification 5/2/19, 3:45 PM
3	EOTSS performing monthly Mainframe LPAR Maintenance on Sunday, May 5th, 2019 (EOTSS ServiceNow Change CHG0007527)	Sunday, May 5, 2019 from 3:30 AM - 5:15 AM	RMV Customer Impact: No RMV internet (Registration & Title) transactions, no IVR transactions and no mainframe access during this time window	Occurs during the beginning of every month RMV Applications, Production Support to monitor and confirm, connectivity and transactions as is standard practice
4	MassDOT IT, Network team to move PCI devices from the old switch stacks to the new PCI switch stacks on the 2nd & 3rd floor data closet and MDF room at Quincy Headquarters (CHG0037595)	<b>NEXT</b> weekend..... Saturday, May 11, 2019 from 09:00 AM to 04 00 PM	No citizen downtime is expected – However: For anyone working on Saturday, during these hours, there will be minor interruptions to their PC as we migrate them to the new PCI switch stack	Update: 5/2/2019: ... Completed 38 PC and 38 pin pad moves on 4/27 for the 3rd Floor Still have more on the 3rd floor and many more on the 2nd floor

5/3/2019 9:04 AM

**From:** Newton, Mark (DOT)  
**Sent:** Friday, April 26, 2019 9:49 AM  
**To:** Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Bedard, David (DOT) <david.bedard@state.ma.us>  
**Cc:** Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>  
**Subject:** Registrar/IT Weekly Check in

Good Morning!

Below please find this week's updates for consideration during our scheduled 10 AM call today

Regards,  
Mark

**Watertown RMV Service Center Move**

- No official move date Mid-June per General Services
- No known risk or impediments with IT
- Comcast fiber installation
  - Waiting for final configuration including Internet to be scheduled - Targeting 5/3

**Taunton RMV Service Center Move**

- No official move date Targeting July 1 opening
- If July 1 date cannot be met, the move would be delayed until January per RMV Registrar
- Site visit completed 4/22
- Comcast order process started
  - Waiting for site survey to be scheduled
  - Fiber will need to be installed about 300 ft from building Telco room to new MDF room
  - Will require coordination with landlord but no unusual installation issues expected
- Requests for quotes submitted to vendors:
  - Idemia
    - Preliminary system counts for adds/moves to new service center
  - ACF
  - Valley Communications
- MVN informed of move

###

Miscellaneous

- USBs in Public Facing PCs – Discovery completed only one -1- known occurrence This machine is being analyzed and is being replaced, Monday, April 29
- Another added Public Facing PC is in process of being imaged and will be scheduled to be delivered as soon as possible
- AAA/RMV System Wide, Firewall Patching/Upgrade
  - **Proposed** AAA Date: Wednesday, May 8, 2019 at close
  - **Proposed** RMV Date: Tuesday and Wednesday, May 14 & 15, 2019 at service center close (more dates MAY be needed)
- Maintenance –Generally-

Item	Description	Date/Timeframe	Service Impacting	Comments
1	EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support Atlas R2	TBD	No downtime is expected	There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2 To complete these activities, EOTSS is proposing weekly storage maintenance windows <b>starting on April 25<sup>th</sup></b> The maintenance has been tentatively scheduled over multiple weeks to minimize risks to the ATLAS environment All maintenance will be done "live" and will not require any downtime of the ATLAS environment
2	MassDOT IT, Network team to move PCI devices from the old switch stacks to the new PCI switch stacks on the 2 <sup>nd</sup> & 3 <sup>rd</sup> floor data closet and MDF room at Quincy Headquarters (CHG0037334)	Saturday, April 27, 2019 from 09 00 AM to 04 00 PM	No citizen downtime is expected – However: For anyone working on Saturday, during these hours, there will be minor interruptions to their PC as we migrate them to the new PCI switch stack	

4/26/2019 9:39 AM

**From:** Newton, Mark (DOT)  
**Sent:** Friday, April 19, 2019 9:25 AM  
**To:** Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Bedard, David (DOT) <david.bedard@state.ma.us>  
**Cc:** Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>

**Subject:** Registrar/IT Weekly Check in

Good Friday morning Registrar and Dave,

Below please find this week’s updates for consideration during our scheduled 10 AM call today

Have a very happy Passover, Easter Sunday – Resurrection Day,  
Mark

**RMV Citrix Server Maintenance**

- Completed 4/13 with no issues

**Watertown RMV Service Center Move**

- No official move date Per Aric Warren, move will likely be the weekend of June 1 or 8
- Park Plaza data center electrical work planned for June 1
- IT cannot support RMV move and electrical work same weekend
- No other known risks or impediments with Tech
- Comcast fiber installation
- Waiting for final configuration including Internet to be scheduled - current target Friday 5/3

**Taunton RMV Service Center Move**

- No official move date - targeting July 1 opening
- If July 1 date cannot be met, the move would be delayed until January per Registrar
- Idemia submitted SOW for DL/ID hardware 4/17
- Site visit planned for 4/22
- Review Comcast configuration - It is expected that Comcast work will be minimal and will only require extending circuits from current building electrical room to new space
- Get system counts for adds/moves to new service center
  - Provide to Idemia to create Professional Services SOW for move

###

Miscellaneous

- USBs in Public Facing PCs
- RMV/AAA PCI QSAs Audit In-Flight
- Maintenance –Generally-

Item	Description	Date/Timeframe	Service Impacting	Comments
1	MassDOT IT, Operations/Server Team, RMV (ATLAS) Ongoing Windows Patching (CHG0037426/CHG0037427)	Sunday, April 21, 2019 at 02:00 AM until 08 00 AM	NO prolonged interruption of service; however, brief disruptions may occur	Standard monthly patching cycle from 2 AM to 8 AM on the 2nd Sunday after Microsoft Patch Tuesday (2nd Tuesday of the month)
2	EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support Atlas R2	TBD	No downtime is expected	There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2 To complete these activities, EOTSS is proposing weekly storage maintenance windows <b>starting on April 25<sup>th</sup></b> The maintenance has been tentatively scheduled over multiple weeks to minimize risks to the ATLAS environment All maintenance will be done “live” and will not require any downtime of the ATLAS environment
3	Digital Safety Training Program	Ongoing; no later than April 30		

4/19/2019 9:22 AM

---

**From:** Newton, Mark (DOT)  
**Sent:** Wednesday, April 17, 2019 10:44 AM  
**To:** Deveney, Erin (DOT) <[Erin.Deveney@dot.state.ma.us](mailto:Erin.Deveney@dot.state.ma.us)>  
**Cc:** Bedard, David (DOT) <[david.bedard@state.ma.us](mailto:david.bedard@state.ma.us)>; Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)>  
**Subject:** REMINDER: Registrar/IT Weekly Check in

Good Morning Registrar,

Just a quick reminder from our last Friday morning discussion of this evening s EOTSS “non-disruptive maintenance” – except for 2 to 30 minutes when VPN connections may experience a short disruption in service Impact should be minimal except those who VPN in at night to check their email

EOTSS performing non-disruptive maintenance to internet	04-17-2019	No	EOTSS managed site-to-site VPN connections WILL experience a
2 circuits at MITC and SDC Wednesday April 17th at 7:00 PM	07:00 PM –	downtime	short disruption from as little as 2 minutes and possibly up to 30
(EOTSS: ServiceNow CHG0008600)	11:59 PM	is	minutes in duration during the change window
		expected	

Regards,  
-Mark

**From:** Deveney, Erin (DOT)  
**Sent:** Saturday, April 13, 2019 7:37 PM  
**To:** Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)>  
**Cc:** Bedard, David (DOT) <[david.bedard@state.ma.us](mailto:david.bedard@state.ma.us)>  
**Subject:** Re: Registrar/IT Weekly Check in

Great update

Let 's hope everything stays this smooth all week

Thanks so much!

Sent from my iPhone

On Apr 13, 2019, at 5:51 PM, Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)> wrote:

Quick Update:

RMV Citrix Server Work - "We just finished both migration and testing, everything went pretty smooth, no issues to report "

The team will be checking everything out again, just as an extra precaution Monday  
 Thank you Registrar Have a fantastic weekend, both of you  
 -Mark

Sent from my iPhone

On Apr 12, 2019, at 9:38 AM, Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)> wrote:

Hello Registrar, Dave,

Here are this week's discussion items for our 10 AM call.

Best,  
 Mark

**RMV Citrix Server Maintenance**

- Migrating RMV Citrix server to new hardware and storage Saturday, 4/13/2019, 2 - 8 PM
- Eliminates problematic Extreme IO storage that was root cause of recent major RMV incident (INC0204442 - Urgent Citrix Unavailable - (3/6/2019)
- ALARS and Microsoft Office applications impacted
- Required to vacate 10 PP 8110 data center by June 1 ahead of major electrical maintenance
- Very low technical risk to complete
- Harri Rosenberg and Matt Wood have approved
- Extra day to address any issues with 3-day weekend
- Delaying work would introduce further risk – timeline/dependent work is tight to meet June 1 deadline to vacate Suite 8110

**Watertown RMV Service Center Move**

- No official move date. Opening date no sooner than May 17, 2019
- No known risk or impediments with IT.
- Comcast fiber installation
  - Installation completion scheduled for 4/12/19
- Internet configuration may not get completed until another 2 weeks. 4/10 site survey found minor issue with design

**Taunton RMV Service Center Move**

- Still no official move date – presently targeting July 1 opening
- If July 1 opening cannot be met, the move would be delayed until January per Registrar
- Received floorplan on 4/8
- 10 DL/ID complete kits (present state = seven -7-)
- Three -3- additional DL/ID needed
- Two -2- spare in inventory with Idemia, at least one -1- needs to be procured (12-16 week lead time) will confirm with Idemia they can borrow -1- DL/ID kit from break/fix pool until new DL/ID kit(s) arrive(s)
- Submitting request for SOW to Idemia by 4/12
- Site visit planned for week of 4/15
- After review of Comcast configuration, it is expected that Comcast work will be minimal, and will only require extending circuits from current building electrical room to new space (i.e., no trenching)

###

Miscellaneous

- Maintenance –Generally-

	Item Description	Date/Timeframe	Service Impacting	Comments
1	CHG0037396 – Migrate Citrix Servers to New Hardware and Storage – work needed to vacate 10 PP 8110 data center by June 1 ahead of major electrical maintenance	04-13-2019 02:00 PM - 08:00 PM	No Citrix access to ALARS or Microsoft Office Applications during maintenance	Maintenance scheduled for Saturday afternoon thru Saturday evening

2 EOTSS performing non-disruptive maintenance to internet circuits at MITC and SDC Wednesday April 17th at 7:00 PM (EOTSS: ServiceNow CHG0008600) 04-17-2019 07:00 PM – 11:59 PM No downtime is expected EOTSS managed site-to-site VPN connections WILL experience a short disruption from as little as 2 minutes and possibly up to 30 minutes in duration during the change window

3 EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support ATLAS R2 There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2 To complete these activities, EOTSS is proposing weekly storage maintenance windows starting on April 25<sup>th</sup> The maintenance has been tentatively scheduled over multiple weeks to minimize risks to the ATLAS environment All maintenance will be done "live" and will not require any downtime of the ATLAS environment

4 Digital Safety Training Program 04-13-2019 02:00 PM – 10:00 PM No downtime is expected Ongoing; no later than April 30

4/12/2019 9:20 AM

**From:** Newton, Mark (DOT)  
**Sent:** Thursday, April 04, 2019 2:54 PM  
**To:** Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Bedard, David (DOT) <david.bedard@state.ma.us>  
**Cc:** Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>  
**Subject:** Registrar/IT Weekly Check in

Happy Pre-Friday – Registrar, Dave!

Here are this week's updates for consideration during tomorrow's scheduled 10 AM call. Given there are no significant material issues or updates, would you like to forego this week's call, or would you prefer to meet as usual, could you kindly let us know Registrar? Thank you

Regards,  
 Mark

**QHQ 1st Floor Atlas Business Testing/Training**

- QHQ 1st Floor Atlas Business Testing/Training
- Ricoh Printer(s): Contact Center & Training: Deliver Date: **-Delivered- 4/4/2019-**

**Watertown RMV Service Center Move**

- No official move date. Opening date no sooner than May 6, 2019
- No known risk or impediments with IT
- Agreed to use 49" TV monitors for QFlow, MVN and Security
- Comcast fiber installation
- Installation completion scheduled for ~~3/29/19~~ 4/12/2019

**Taunton RMV Service Center Move**

- No official move date. Approximate June/July 2019
- Demolition permit in process
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, the move would be delayed until January per RMV Registrar

**AAA Boston -NEW-**

- AAA planning to move its location somewhere in PO Square in Fall 2019
- No other details at this time.

###

Miscellaneous

- Maintenance –Generally-

Item	Description	Date/Timeframe	Service Impacting	Comments
1	TSS performing monthly Mainframe Logical Partition (or "LPAR") maintenance on Sunday April 7th (EOTSS: ServiceNow CHG0007528)	Sunday, April 7, 2019 from 3:30 – 5:30	No downtime Expected to return to service by 4:00 (+/-), within the daily Mainframe Maintenance Window	Occurs during the beginning of every month RMV Applications, Production Support to monitor and confirm, as is standard practice
2	CHG0037308 - Migration of Inner DMZ firewall and Load Balancer functions to new equipment in Suite 8150	04-07-2019 03:00 AM - 05:00 AM	Yes; no RMV payment transactions from 3 – 4 AM; (4-5 Testing/Monitoring)	Part II of II, /Testers scheduled/Mark has sent notification 4/3/19
	EOTSS to perform non-disruptive maintenance on the Netapp storage			To mitigate risk, EOTSS would like to schedule this effort as an eight -8- hour window outside of

3	environment The maintenance is required to update the environment to support Atlas R2	04-13-2019 02:00 PM - 10:00 PM	No downtime is expected	business hours /Testers scheduled/ Mark has sent LIMITED notification 4/3/19 JUST to Registrar for her approval If approved, larger distribution planned
4	Digital Safety Training Program	Ongoing; no later than April 30		

4/12/2019 9:14 AM

**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 29, 2019 9:10 AM  
**To:** Deveney, Erin (DOT); Bedard, David (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** Registrar/IT Weekly Check in

Good Morning,

Please find the following updates for consideration during this morning s regularly scheduled 10 AM call

**QHQ 1st Floor Atlas Business Testing/Training**

- QHQ 1st Floor Atlas Business Testing/Training
- Ricoh Printer(s): Deliver Date: Thursday, April 4, 2019, all three -3- machines to Quincy RMV Headquarters

**AAA Leominster Move**

- Move Date – Completed successfully on March 22, 2019

**Watertown RMV Service Center Move**

- No official move date. Opening date no sooner than May 6, 2019
- No known risk or impediments with IT
- Agreed to use 49" TV monitors for QFlow, MVN and Security
- Comcast fiber installation
- Installation completion scheduled for 3/29/19 ~~TODAY~~

**Taunton RMV Service Center Move**

- No official move date. Approximate June/July 2019
- Demolition permit in process
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, the move would be delayed until January per RMV Registrar

**AAA Boston ==NEW==**

- AAA planning to move its location somewhere in PO Square in Fall 2019
- No other details at this time.

###

Miscellaneous

- ACF
- In RE: Replacement Ricoh units two -2- for Haymarket Service Center
- As of 3/22/2019 AM, Ricoh has a tech scheduled to visit Haymarket today to assess the two devices – outcome partially dependent on results of their findings
- Ricoh IS aware of our desire for replacement units AND aware that this matter is visible at the highest level
- UPDATE: Due to the fact that the Haymarket units were part of the pilot, there was a HEAP/STACK setting that was pushed out to all but the Haymarket machines, that is in the process of being confirmed and/or reset to the optimum or new default setting to match the rest of the locations Symptom was: Delay when calling up the Autostore (Print-on-Demand) feature of the Ricoh devices, at times causing users to become frustrated and reset the device
- ALARS Freeze Board (AFB) Candidate: 2019: Production Issue - Garage Code Update Process for Address Changes in ALARS (RMVLV25D) – Approved by Registrar, will move to Production next week
- Maintenance –Generally-

Item	Description	Date/Timeframe	Service Impacting	Comments
1	MassDOT IT, Operations/Server Team, RMV (ATLAS) Ongoing Windows Patching	3/31/2019, 02:00 AM - 08:00 AM	No downtime is expected	<u>Pending Registrar approval</u> /Testers scheduled/Mark to send notification
2	CHG0037247 - Migration of Outer DMZ firewall and Load Balancer functions to new equipment in Suite 8150	03-31-2019 03:00 AM - 05:00 AM	Yes; no RMV payment transactions from 3 – 4 AM; (4-5 Testing/Monitoring)	Part I of II, Part II next week /Testers scheduled/Mark to send notification
3	EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support Atlas R2	TBD	No downtime is	To mitigate risk, EOTSS would like to schedule this effort as an eight -8- hour window outside of business hours /Testers aware but not yet

expected                      scheduled/Mark to  
send notification

4/12/2019 9:14 AM

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 22, 2019 9:43 AM  
**To:** Deveney, Erin (DOT); Bedard, David (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** Registrar/IT Weekly Check in

Good FRIDAY Morning Registrar, Dave,  
Today's updates for consideration during this morning's scheduled 10 AM call

**QHQ 1st Floor Atlas Business Testing/Training**

- All 26 New PCs for third floor desks have been installed and are connected to the network
- QHQ 1st Floor Atlas Business Testing/Training
- Ricoh Printer(s) Target Date: (*backordered MP4055*) First week of April for all three -3- printers (specific date to be provided)

**AAA Leominster Move**

- Move Date ~~TODAY~~: March 22, 2019

**Watertown RMV Service Center Move**

- No official move date Tentative opening date April 29, 2019
- No known risks or impediments with IT
- Awaiting feedback from General Services on TV size - Current Service Center uses 55" due to high ceilings - Standard is 49"
- Comcast fiber installation
- Fiber splice installation completed 3/18
- Installation completion scheduled for 3/29/19

**Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Demolition permit in process
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, the move would be delayed until January per RMV Registrar

**Roslindale RMV Service Center**

- Very early in process
- Targeting Q1 2020 CY opening

###

Miscellaneous

- ACF Technologies, Q-Flow Queuing Application Deprecation of the AWS Classic VPN Connection by 4/1/2019 Thursday, March 21, 2019 afterhours @ 5:30 PM
- EOTSS Resources on hand at the beginning of the work (5:30 PM) from 07 00 AM on Friday, March 22, 2019
- ACF Resources also available Thursday and Friday (Pulseway access to confirm QFlow functionality (all but printing tickets)
- MassDOT IT, to coordinate with DMs to arrange for RMV testers within each region
- **Primary mission successful** – will need to schedule a subsequent effort to facilitate failover ACF/QFlow VPN connection to Springfield Data Center (or "SDC")
- Post action review of Citrix production incident

**Root Cause**

This was a very unusual hardware failure that might be described as "once in a lifetime" Our storage hardware is highly redundant, but had both backup batteries fail within a few minutes of each other at just before 10 00pm on March 5<sup>th</sup> The device shut itself down to prevent data loss We identified the root cause and ordered replacement parts by 4 00am on March 6<sup>th</sup> The parts arrived and were installed by noon Restoring the server environment took until 5 00pm that day

**Next Steps**

- Retire this storage device and move all data to brand new hardware by 5/17
- Review other hardware around DOT to proactively identify any older pieces that may be subject to similar failures Complete by 5/31
- Hire an architect to review our current server and storage architecture, with the objective of providing more redundancy and reducing our recovery time for future incidents He will start in the next two weeks and we expect the new architecture design to be complete by 5/3 We will immediately begin implementation of the recommended changes
- We are in the process of redesigning our incident response processes We will complete and deploy the changes by 4/26
  
- Replacement Ricoh units two -2- for Haymarket Service Center
- As of 3/22/2019 AM, Ricoh has a tech scheduled to visit Haymarket today to assess the two devices – outcome partially dependent on results of their findings
- Ricoh IS aware of our desire for replacement units AND aware that this matter is visible at the highest level
- ALARS Freeze Board (AFB) Candidate: 2019: Production Issue - Garage Code Update Process for Address Changes in ALARS (RMVLV25D)

4/12/2019 9:14 AM

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 15, 2019 2:53 PM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Additionally, I confirmed;

- that the wall bracket for the QFlow TV is fit for purpose with Bill Norrish (Watertown)
- that Jim Tilley of the MassDOT IT, Network team will be on the watch for the EOTSS/Q-Flow, Deprecation of the AWS Classic VPN Connection on

Thursday, March 21, 2019 afterhours @ 5:30 PM / Friday AM

- Paul Lavallee has sent an update/reminder to the RMV DM's regarding upcoming scheduled DCP implantations

I also followed-up on an Email from Bill Norrish to David Hempe regarding attempting to confirm the AAA Leominster move date tentatively re-scheduled to March 22, 2019 – awaiting reply

Have a fantastic weekend to you both!  
-Mark

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**From:** Bedard, David (DOT)  
**Sent:** Friday, March 15, 2019 12:49 PM  
**To:** Newton, Mark (DOT); Deveney, Erin (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

I confirmed there is a \$500k placeholder for OPMI dashboard work, subject to final approval and any changes in priorities. I will touch base with Rachel on Monday

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 15, 2019 9:48 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

#### QHQ 1st Floor Atlas Business Testing/Training

- Ricoh Printer(s) Target Date: TBD
- Order placed / awaiting delivery status from Ricoh
- AAA Leominster Move
- Move Date – Tentatively re-scheduled to March 22, 2019
- Waiting for AAA confirmation

#### Watertown RMV Service Center Move

- No official move date. Tentative opening date April 29, 2019
- Comcast fiber installation
- Fiber splice installation scheduled for Friday, 3/15
- Installation completion scheduled for 3/29/19
- AV Installation to support QFlow
- Completed 3/14
- ACF
- ACF to deliver wall bracket for QFlow TV by 3/8 so General Contractor can install
- Received By General Contractor on schedule 3/8
- Updated computer/IP worksheet completed with existing equipment IP information
- Beth Pellegrini ordered second Bank of America scanner for new Cash Room

#### Taunton RMV Service Center Move

- No official move date. Approximate June/July 2019
- Demolition permit has been pulled (Planet Fitness)
- Lease was signed
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per RMV Registrar

#### Roslindale RMV Service Center

Very early in process

Targeting Q1 2020 CY opening

###

#### Miscellaneous

- Update: Attleboro Q-Flow Kiosk  
ACA to perform an onsite review of kiosk and also bring a replacement monitor with the bread board (or "internal touchscreen") that goes inside the kiosk. Tech will be onsite either on Tuesday or Wednesday of next week / these days were chosen as it's less busy at the service center.  
INCO205329 / SR00008508 - Attleboro - the QFlow self-service kiosk is not working properly, keeps losing a connection to the system <THIS week>  
INCO204658 / SR00008268 - having on going issues with q-flow system - not printing and wrong categories calibrated <last week>
- Effort 1 of 2 - MassDOT IT, Server: Routine Security Updates to the ATLAS System  
Sunday, March 17, 2019 from 03:00 AM to 04:00 AM (Estimated), the MassDOT IT, Server team will be performing routine security updates to the ATLAS system  
NO prolonged interruption of service is expected; however, brief disruptions may occur during this time
- Effort 2 of 2 - EOTSS, MassDOT IT, Chelsea Circuit Cut Over to New Core Switches  
Sunday, March 17, 2019 from 08:00 AM to 11:00 AM (Estimated), we will be cutting over the EOTSS Chelsea circuits to the new Cisco 9300 Core WAN layer distribution switches in the 8150 server room, as part of the comprehensive Core Migration project  
NO interruption of service is expected; however, brief disruptions may occur
- ACF Technologies, Q-Flow Queuing Application Deprecation of the AWS Classic VPN Connection by 4/1/2019  
Thursday, March 21, 2019 afterhours @ 5:30 PM
- EOTSS Resources on hand at the beginning of the work (5:30 PM) from 07:00 AM on Friday, March 22, 2019
- ACF Resources also available Thursday and Friday (Pulseway access to confirm QFlow functionality (all but printing tickets)
- MassDOT IT, to coordinate with DMs to arrange for RMV testers within each region
- Post action review of Citrix production incident (TBD)
- RMV Application Development Fixed an online (web) code bug (INCO205513) that was preventing certain 'Company' plate types from getting a duplicate



registration online While the reported incident is for a municipal plate (MVN) it was discovered that five additional 'Company' plates types were being excluded too Company plates types fixed and tested are as follows:

<Value>ATN</Value>  
<Value>AXN</Value>  
<Value>MVN</Value>  
<Value>MXN</Value>  
<Value>STN</Value>  
<Value>SXN</Value>

CHG0037130 - INC0205513 - error duplicating Municipal (MVN) registrations via e-services

- Reminder to DMs, anyone wishing to deploy QFlow DCP by the April 12, 2019 deadline should be expressing their interests now  
4/12/2019 9:14 AM

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 08, 2019 9:47 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Morning Registrar, Dave,  
Below are today's updates for consideration during this morning's scheduled 10 AM call

#### QHQ 1st Floor Atlas Business Testing/Training

- Ricoh Printer(s) Target Date: TBD
  - Working through some procurement details / Upside: devices are quick-to-deploy
- #### AAA Leominster Move
- Move Date – Tentatively re-scheduled to March 22, 2019
  - AAA is having IT issue that caused delay
  - This is with their business IT - unrelated to RMV/MassDOT systems which are ready

#### Watertown RMV Service Center Move

- No official move date - Approximate April 2019
- Comcast fiber installation
- Interior and exterior rough cabling completed
- Final installation scheduled for Friday, 3/15
- AV Installation to support QFlow
- Installation of AV systems scheduled for 3/12-3/14/19
- Fabric backdrop
- Delivered to General Services – on schedule
- ACF
- ACF to deliver wall bracket for QFlow TV by 3/8 so General Contractor can install
- Waiting for confirmation
- Draft computer/IP worksheet distributed to IT team with listing of existing equipment being moved and new equipment being installed

#### Taunton RMV Service Center Move

- No official move date Approximate June/July 2019
- Demolition permit has been pulled (Planet Fitness)
- Lease was signed
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per RMV Registrar

#### Roslindale RMV Service Center

Very early in process  
Targeting Q1 2020 CY opening

###

#### Miscellaneous

- VLS (SAVE) Production Scheduled Maintenance, Friday, March 8, 2019 from 09:00 PM until 11:59 PM  
The recommendation from the RMV business is leaving the Web transactions up and available during this upcoming maintenance period. Customers that attempt to process transactions using either a birth certificate or US Passport/Card will be successful during this SAVE outage. Since go-live the majority of documents presented for lawful presence have been either a birth certificate or US Passport/Card (77 %). If approve, I'll send communications out later this AM.
- We have an alert already planned on the web site and we can add a SAVE system maintenance value so customers using SAVE transactions that don't read the alert will get stopped
- THIS weekend the Mainframe will be going down for a Scheduled Mainframe Outage - Sunday, March 10th at 3:30 AM Clock Time scheduled to 05:45 AM. EOTSS will be setting the Mainframe clock forward one (1) hour for Daylight Savings Time (or "DST")

When: Sunday, March 10th from (2:30 AM Mainframe Time) 03:30 AM to 05:45 AM

Why: 1 Regular Monthly Charge-back IPL – RSYS and 2 Scheduled Mainframe annual Daylight Savings Time (DST) Change

Internal Impact: All access to mainframe will be effected/unavailable

RMV Customer Impact: No RMV internet (Registration & Title) transactions, no IVR transactions and no mainframe access during this time window

- ALARS Freeze Board (AFB) Candidate: 2014: Changes to No Policy Report – To be moved to Production 3/13/2019
- Interim/indefinite solution has been provided to the VSCS team/representative in Worcester

4/12/2019 9:14 AM

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 01, 2019 9:22 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Morning Registrar, Dave – Happy Friday and March 1<sup>st</sup> – Can Spring be far away?  
Here are today's updates for consideration during this morning's scheduled 10 AM call

**QHQ 1st Floor Atlas Business Testing/Training**

- 26 New PCs for third floor desks that will be vacated - deployment begun March 1

**AAA Leominster Move**

- Move Date – Wednesday, March 6, 2019
- Reached out to Karen Pedito to secure an RMV CSR for testing

**Watertown RMV Service Center Move**

- No official move date Approximate April 2019
- Comcast fiber installation
- Interior installation of "rough" cabling completed 2/25
- Exterior installation process started including DigSafe notification
  - Dependent on weather but expected to be completed by 3/8
- Comcast believes all work to be completed by 3/15
- AV Installation to support QFlow
- TV monitor brackets installation completed
- Requested additional PO to cover speaker wire installation from Valley Communication on 2/20
- Installation of AV systems scheduled for 3/25-3/26/19
- Fabric backdrop
- Idemia delivered to Creative Office Pavilion (furniture vendor) backdrop fabric on 2/28
- ACF SOW
- ACF to deliver wall bracket for QFlow TV by 3/8 so General Contractor can install.

**Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Demolition permit has been pulled (Planet Fitness)
- Lease was signed
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per RMV Registrar

**Roslindale RMV Service Center**

- Very early in process
- Targeting Q1 2020 CY opening

###

**Miscellaneous**

- ACF/Q-Flow –Pulseway deployment statewide on 2/27-2/28 - successfully completed
- VLS (SAVE) Production Scheduled Maintenance, Tuesday, March 5, 2019, Estimated Duration: 10:00 PM ET until Wednesday, March 6, 2019 4:00 AM ET Only Foreign Visa/Passport data will not be available to SAVE/VLS during this time All other VIS functions will be available RMV Communications (Nancy Cox) has crafted and scheduled a Web alert
- NEXT weekend the Mainframe will be going down for a Scheduled Mainframe Outage - Sunday, March 10th at 3:30 AM Clock Time scheduled to 05:45 AM EOTSS will be setting the Mainframe clock forward one (1) hour for Daylight Savings Time (or "DST")

When: Sunday, March 10th from (2:30 AM Mainframe Time) 03:30 AM to 05:45 AM

Why: 1 Regular Monthly Charge-back IPL – RSYS and 2 Scheduled Mainframe annual Daylight Savings Time (DST) Change

Internal Impact: All access to mainframe will be effected/unavailable

RMV Customer Impact: No RMV internet (Registration & Title) transactions, no IVR transactions and no mainframe access during this time window

- ALARS Freeze Board (AFB) Candidate: 2014: Changes to No Policy Report (Approval: Y/N)

4/12/2019 9:14:28 AM

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, February 22, 2019 9:12 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Morning Registrar, Dave,

Here are today's updates for consideration during this morning's scheduled 10 AM call

**QHQ 1st Floor Atlas Business Testing/Training**

- 26 New PCs are being proposed for third floor desks that will be vacated Targeting March 1 completion
- New Ricoh color copier will be installed in space IT Service Desk working with Ricoh to procure
- Interim color printer and black and white copier were installed 2/14

**AAA Leominster Move**

- Move Date – Re-scheduled March 6, 2019
- Comcast RMV data installation completed 2/14

**Watertown RMV Service Center Move**

- No official move date Approximate April 2019
- Comcast fiber installation
- Plans were approved by mall management 2/20
- Interior installation of cabling could start as early as 2/22
- Exterior installation process started including DigSafe notification
- Dependent on weather but no expected issues completing before 4/1/19
- AV Installation to support QFlow

- TV monitor brackets delivered 2/15
- Learned on 2/20/19 that installation of speaker wire not included in General Contractor contract
- This differs from last two Service Center buildout
- Requested additional PO to cover speaker wire installation from Valley Communication on 2/20
- Tentative installation of AV systems scheduled for 3/26/19
- Fabric backdrop
- Creative Office Pavilion (furniture vendor) needs roll of backdrop fabric by 3/1
- Confirmed with Idemia They will have in Billerica well before that date
- ACF SOW
- Submitted IT Request for SOW 2/19

#### **Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Lease was signed
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per RMV Registrar

#### **Roslindale RMV Service Center**

- Very early in process
- Targeting Q1 2020 CY opening

###

#### Miscellaneous

- REMINDER: RMV - Database Maintenance for Production CV11 – Monday, February 25th - 2019 - 03:00 AM – 04:00 AM - no additional down time – MassDOT IT, Change Request CHG0036856  
Received an NCOA (National Change of Address) file from ATLAS to be imported into ALARS The file contains 3,587,386 records  
In order process 3.5+ million records into ALARS the ADDR (Address) area of the database needs to be expanded to hold this additional data This process is expected to take 40 minutes
- MassDOT IT, Operations/Server Team, RMV (ATLAS) Ongoing Windows Patching: 2/24/2019, 02:00 AM - 08:00 AM - We expect NO prolonged interruption of service; however, brief disruptions may occur

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, February 15, 2019 8:48 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Morning Registrar,

Here are today's updates for consideration during this morning's scheduled 10 AM call  
 Appearing at the bottom are a few MassDOT IT, ALARS Freeze Board (or "AFB") items for which I would ask your consent to move forward and some miscellaneous points of interest...

Thank you Registrar,  
 Mark

#### **Back Office/Facial Rec Production Issues**

- Root Cause Analysis Meeting was held on 2/14/2019
- Discussion/Findings/Calls to Action

#### **QHQ 1st Floor Atlas Business Testing/Training**

- Systems and employee moves from Third floor to 1st floor completed 2/14
- 26 New PCs are being proposed for third floor desks that will be vacated Targeting March 1 completion
- New Ricoh color copier will be installed in space IT Service Desk working with Ricoh to procure
- Interim color printer and black and white copier were installed 2/14

#### **AAA Leominster Move**

- Move Date – Re-scheduled March 6, 2019
- Changed from Feb 22 to avoid school vacation week and AAA travel event week of 2/25
- Comcast completed RMV data installation 2/14

#### **Watertown RMV Service Center Move**

- No official move date Approximate April 2019
- Comcast fiber installation
- Awaiting for ETA on delivery of detailed installation plans Process is underway
- Plans will need to be approved by mall management before they can start installation
- This continues to require close monitoring to ensure completion before scheduled opening
- General Contractor needs monitor brackets for QFlow/MVN TVs by 2/15
- Valley to delivered 2/14
- Fabric backdrop
- Creative Office Pavilion (furniture vendor) needs roll of backdrop fabric by 3/1
- Confirmed with Idemia They will have in Billerica well before that date
- ACF SOW
- Still waiting for SOW from ACF
- Followed up again on 2/13 and escalated today 2/15

#### **Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Lease was signed
- Expected to be moved in before RMV operational freeze July 1

- If July 1 date cannot be met, move would be delayed until January per Registrar

###

(AFB)

- 1 ALARS Freeze Board (AFB) Candidate: 2017: Production Issue - Excise value calculation field is two (2) bytes short causing a truncation of Excise Tax Value
- 2 ALARS Freeze Board (AFB) Candidate: 2014: Changes to No Policy Report
- 3 ALARS Freeze Board (AFB) Candidate: 2018: Please disable the RMV's Policy Information Portal (PiP) public version only (DMZ-WB-BOS-P12/P13) - completely offline-

###

Miscellaneous

- RMV - Database Maintenance for Production CV11 – Monday, February 25th - 2019 - 03 00 AM – 04:00 AM - no additional down time – MassDOT IT, Change Request CHG0036856
- INCO200051 - ALARS CREDIT CARD TRANSACTION is not going through in the Application bottom left just shows 2 Parenthesis – (Enforcement Services)
- MAB Placard Printer Proof of Concept (PoC), Other
- Proof of Concept testing (Future State) - **with RMV Business/Tech coordinating a meeting for next week with MAB stakeholders, Lexmark representative, RRD representative and Tech**
- Desk and DL/ID assets move located in the 3rd floor of Haymarket, MAB Walk-In service room (Room 343) Tuesday, February 12th 8 AM-9 AM – **COMPLETED as scheduled-**
- INCO200481 - Medical Affairs workstation signature pad and camera is indicating not connected – (MAB) Walk-Walk-In (Rm 343)
- Instituting a self-service digital kiosk and/or registration center with application technology (i.e. QLESS servicing platform) similar to the EZ-PASS customer counter and RMV Service Centers – **With RMV Business/No Tech action at this time**
- TEMPORARILLY Relocate Printer QHQ:3rd Floor-MAB-PLACARD (ATLAS – 3109 Jen Hoban's area) from QHQ to Haymarket MAB 4th Floor Location – **Permissions confirmed with Sye to relocate the printer, indefinite to permanent term, coordinating with General Services to physically move this floor standing printer – Work in Progress – (Current State)**
- A wall monitor in Corrine Steller's office that has the ability for a split screen dashboard - **Requires further discussion with Corrine, to be held within a week's time**
- Requisition two (2) privacy screens for the Room 343 DL/ID workstation monitors - **REQ002889**

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, February 08, 2019 12:40 PM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Afternoon Registrar,

A quick follow-up to outstanding questions from this morning's call...

- There will be phones in adequate supply for the QHQ moves
- Greenfield QFlow connectivity issues are reported/confirmed resolved
- Haymarket QFlow tablet issue is also reported/confirmed resolved

Thank you Registrar

Best,  
 Mark

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, February 08, 2019 9:18 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Another Fantastic Friday morning to you... Here are the updates for consideration during this morning's scheduled 10 AM call...

**Back Office/Facial Rec Production Issues**

- Meeting has been scheduled with Idemia to discuss root cause (Wednesday, February 13, 2019)
- More detail to follow meeting

**MAB Placard Printer Proof of Concept (PoC), Other**

- MassDOT IT is working multiple MAB priorities including Placard Printer PoC – Details within attachment
  - Desk and DL/ID assets move located in the 3rd floor of Haymarket, MAB Walk-In service room (Room 343) Tuesday, February 12th 8 AM-9 AM
  - Instituting a self-service digital kiosk and/or registration center with application technology (i.e. QLESS servicing platform) similar to the EZ-PASS customer counter and RMV Service Centers (please see attachment)
  - TEMPORARILLY Relocate Printer QHQ:3rd Floor-MAB-PLACARD (ATLAS – 3109 Jen Hoban's area) from QHQ to Haymarket MAB 4th Floor Location
  - A wall monitor in my office (C/S) that has the ability for a split screen dashboard
- << Message: Re: MAB Facility Upgrade Request and Customer Servicing Project >>

**Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)**

- Will coordinate delivery post successful completion of Placard Printers

**AAA Leominster Move**

- Move Date – **Feb 22, 2018 \*NEW\***
- Comcast had minor site issues and new plan was needed Required coordination with landlord Awaiting revised install schedule
- Monitoring closely with AAA for impact to move date

**QHQ 1st Floor Atlas Business Testing/Training**

- Furniture and cabling completed
- Systems and employee moves expected to be completed 2/15
- John Primerano and Dawn Ball coordinating schedule
- 26 New PCs are being proposed for third floor desks that will be vacated Targeting March 1 completion

- New Ricoh color copier will be installed in space Dawn Ball working with Ricoh to procure
- May need to use interim device if copier not delivered in time

#### **Watertown RMV Service Center Move**

- No official move date Approximate April 2019
- Construction work resumed
- Comcast fiber installation
- Mall management is requiring more detailed installation plans than have been provided to date
- Waiting for plan and approach to provide from Comcast management
- This continues to require close monitoring to ensure completion before scheduled opening
- General Contractor needs monitor brackets for QFlow/MVN TVs by 2/15
- Waiting for delivery confirmation

#### **Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Risks High complexity, moderate to high exposure to risk
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per Registrar

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, February 01, 2019 9:08 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Friday Morning to you both...

<< OLE Object: Picture (Device Independent Bitmap) >>

#### **Back Office/Facial Rec Production Issues**

- Ongoing, progress being made

#### **Procure Lexmark Placard Printer for Medical Affairs Bureau (MAB)**

- Proof of Concept testing is being conducted at QHQ there has been some team hands-on, and we re looking at engaging representatives of both RRD and Lexmark (vendor/reseller) to ensure testing is optimized (for proposed volume and quality) and more closely resembles likely real use

#### **Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)**

- Will coordinate delivery post successful completion of Placard Printers

#### **AAA Leominster Move**

- Move Date – Changed to Feb 15, 2018
- Comcast had minor site issues and new planned is needed Awaiting revised install schedule

#### **QHQ 1st Floor Atlas Business Testing/Training**

- Walkthrough with RMV Business 1/30
- Finalized move locations
- Run book ("plan") created and distributed
- Inno4 cabling work started this week
- Furniture will be installed on Feb 1
- Systems and employee moves expected to be completed 2/15
- Finalizing employee moves and BOM with John Primerano and Dawn Ball
- 26 New PCs are being proposed for third floor desks that will be vacated Targeting March 1 completion
- New Ricoh color copier will be installed in space Dawn Ball working with Ricoh to procure
- May need to use interim device if copier not delivered in time

#### **Watertown RMV Service Center Move**

- No official move date Approximate April 2019
- Risks High complexity, moderate to high exposure to risk
- Construction work stoppage due to licensing issue with General Contractor
- Expected to be resolved in a few days
- Planned interior rough fiber cabling by Comcast within existing RMV was cancelled last minute as a result
- Mall management instructed Comcast to vacate premise
- Comcast fiber installation
- After work resumes, a meeting is needed with Comcast, Aric Warren, Bill Norrish and mall management to discuss new plan and obtain approval
- Work will require trenching from mall to service center to replace existing Comcast aerial connections
- Per Comcast, about 2 days of work Dependent on weather Dig Safe process was initiated
- Comcast believes there are no issues meeting March 15 date to complete
- General Contractor needs monitor brackets for QFlow/MVN TVs by 2/15
- Once PO is issued, Valley can order brackets They expect to easily meet 2/15 date

#### **Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Risks High complexity, moderate to high exposure to risk
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per RMV Registrar

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**From:** Bedard, David (DOT)  
**Sent:** Friday, January 25, 2019 8:37 AM  
**To:** Deveney, Erin (DOT)

Cc: Newton, Mark (DOT)  
Subject: RE: Registrar/IT Weekly Check in

Good morning Weekly update below I asked Mark to join us this week as he did a lot of research on Leominster

#### **Back Office/Facial Rec Production Issues**

- Enforcement Services, Facial Recognition team is in the process of reviewing the Idemia findings

#### **Workstation Issues at Leominster Service Center**

- A review of reported Incidents at the RMV Leominster Service Center was initiated with Service Delivery (from November 1, 2018 – January 22, 2019) With particular focus on the following stations (5,6, 12, 10 and 11) – but **all** counters reported incidents were reviewed
- The question was posed to the Service Delivery team regarding the integrity of the workstations in that Service Center, are they more prone to problems than usual, or more so than any other Service Center? –No-
- Of a total reported Incidents of 56, (including “N/A”) the breakdown is
- People: 25 – Training type issues: With resolutions like: “Rebooted the PC, Signature Pad and Camera,” (most frequent) or “Loose or Unplugged Power Cord”
- Process: 5 – Password Had Expired, CIRV screen not working as expected, as there were no orphan records to process
- Technology: 23 – Technology issues: Legitimate tech problems with resolutions like: “Software Update Applied,” or “Replaced vision tester” or “Workstation reimaged (q=2)” or “Vendor Resolved”
- In summary, the team feels that if the District Managers, Service Center Managers and staff could be reminded of, and continue to reinforce the importance of, and the need to allow ample time when logging in to allow ALL the software components to fully load (Operating System, Idemia software, Credit Card Processing Software, ATLAS software) and the peripherals (ALL the peripherals) The sentiment is, that as long as it sometimes seems to take to wait while logging in to a workstation (and logging off when done) – the time is well spent, as opposed to rushing the load process, having items not load properly, then having to go through a complete troubleshooting regime to isolate the source of a potential problem or place a call to Business Support and/or the Service Desk Also, Service Center personnel, when logging out should be leaving the machines powered “On” so patches may be installed properly and, if/as needed, the machines may be removed into by appropriate MassDOT IT personnel

#### **Procure Lexmark Placard Printer for Medical Affairs Bureau (MAB)**

- Lexmark CS820de color printer device (1) successfully installed for ATLAS and MAB Placard Proof of Concept (or “PoC”) testing on 1/18/2019 Testing is in progress and initial sentiment appears to be good

#### **AAA Leominster Move**

- Move Date – As of 1/24/2019 **NEW DATE: Changed to Friday, February 15, 2018**
- Risks Low No known issues preventing move from MassDOT IT perspective
- Comcast has provided install schedule and installation completion is planned for Monday, January 28

#### **QHQ 1st Floor Atlas Business Testing/Training**

- Risk Moderate complexity Low/moderate exposure to risk Business drop-dead ready date mid-March provides 1 month schedule contingency
- Significant data cabling work required by Inno4 to bring data/voice capacity to 1st floor from 3rd floor
- Inno4 won re-post of bid IT Request submitted
- Work is being scheduled for week of 1/28 Requires IT Network staff to volunteer for 2 nights after hours
- Furniture will be installed on Feb 1
- Systems and employee moves expected to be completed 2/15
- Finalizing employee moves and BOM with John Primerano and Dawn Ball
- 26 New PCs are being proposed for third floor desks that will be vacated Targeting March 1 completion

#### **Watertown RMV Service Center Move**

- No official move date Approximate April 2019
- Risks High complexity, moderate to high exposure to risk
- Comcast submitted plans to mall management
  - It was agreed to route through the mall from existing mall telecommunication room but mall management is requiring Comcast to trench the short distance from the back of mall to utility pole on street
  - Comcast will start interior work within next 2 weeks
  - Comcast initiated Dig Safe process for trenching Weather will dictate installation schedule
- Comcast will need access in existing RMV to install fiber for new service center
- Tentatively scheduled for next Tuesday, 1/29/19 from 5 to 7:30 PM It will require RMV staff to keep service center open Waiting for confirmation from Comcast before requesting RMV support
  - Comcast does not believe there will be any issue meeting March 15 deadline
- General Contractor needs monitor brackets for QFlow/MVN TVs by 2/15
  - Valley communication provided SOW and it was submitted for PO
  - Once PO is issued, Valley can order brackets They expect to easily meet 2/15 date
    - Scoping call held with ACF They will be submitting SOW for moving QFlow equipment

#### **Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Risks High complexity, moderate to high exposure to risk

#### **Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)**

- Will coordinate delivery post successful completion of Placard Printers

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**From:** Bedard, David (DOT)  
**Sent:** Friday, January 18, 2019 8:59 AM  
**To:** Deveney, Erin (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good morning This week's updates below Attached is findings to date on Back Office/Facial rec << File: 01 17 19 Issuance 360 FR Priority of Fixes

IDEMIA Status\_IDEMIA\_Update docx >>

#### **Back Office/Facial Rec Production Issues**

- Discussed findings to date with Idemia management 1/17/18
- All 7 "high" priority issues reviewed
- 2 Idemia researching with Atlas/FAST
- 2 Idemia continuing to research internally
- 2 Idemia is requesting researching in conjunction with RMV team
- 1 Idemia believes system is functioning as design (FAD) but can make configure changes to meet RMV needs
- Idemia sent findings 1/17 to Sara to provide clarifications and/or coordinate on-site review with team

#### **Workstation Issues at Leominster Service Center**

- Mark Newton assigned to coordinate resolution (1/17/18)

#### **Procure Lexmark Placard Printer for Medical Affairs Bureau (MAB)**

- Lexmark CS820de color printer device (1) is installed and the network team provided an IP address for the proper VLAN membership and retested as of 7:45 AM this morning (1/18/2019)
- DL/ID equipment had to be moved/coordinated (successfully with both ATLAS and Idemia) to open up Location for the new printer in proximity to Jen Hoban s cube (3109) next to existing floor standing form factor Dell printer
- Placard media materials are on-site and ready for the proof of concept testing as soon as IP address is implemented
- Low risk

#### **North Adams RMV – Additional DL/ID**

- Completed successfully 1/17/19

#### **AAA Leominster Move**

- Move Date – Changed to Feb 1, 2018
- Risks Moderate Comcast fiber may not be installed by move date and would impact availability of RMV Services
- Awaiting installation schedule from Comcast
- Risk can be mitigated by using interim 4G wireless router to provide connectivity for RMV Services if fiber not ready
- No guarantee of performance May not be adequate for RMV Services

#### **QHQ 1st Floor Atlas Business Testing/Training**

- Work underway Completion Feb 15, 2018
- Risk Moderate complexity Low/moderate exposure to risk Business drop-dead ready date mid-March provides 1 month schedule contingency
- Significant data cabling work required by Inno4 to bring data/voice capacity to 1st floor from 3rd floor
- Received SOW from INNO4 for additional cabling for Atlas business training Cost went from \$10, 852 to \$22,082
- Cost increase due to additional 30 network drops for additional furniture for Atlas business training
- Due to increase in value, work was re-posted for bid in Commbuys Bids due to 1/18
- Even with reposting, it is expected that timeline can be met
- Furniture will be installed on Feb 1
- Systems and employee moves expected to be completed 2/15

#### **Watertown RMV Service Center Move**

- No official move date Approximate /April 2019
- Risks High complexity, moderate to high exposure to risk
- Comcast fiber will require routing from mall electrical room to new service center via plastic inter duct in non-RMV tenant ceilings
- Comcast will require approval by Mall management and landlord
- Alternative would require trenching from utility line on street behind new Service Center location This would inquire significant expense and may be difficult to perform during winter season
- Received sketch of proposed work but waiting for Comcast to answer technical questions before submitting to mall management
- Onsite meeting held on 1/16 to review server room and data/telecom requirements
- Server room will be completed within 2 weeks
- General Contractor needs monitor brackets for QFlow/MVN TVs by 2/15
- Valley communication to submit quote for PO 1/18 to supply equipment and installation services

#### **Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Risks High complexity, moderate to high exposure to risk

#### **Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)**

- Will coordinate delivery post successful completion of Placard Printers

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**From:** Bedard, David (DOT)  
**Sent:** Friday, January 11, 2019 8:56 AM  
**To:** Deveney, Erin (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Happy Friday Updates for this week below The one thing we need to decide on is if the scanners for suspension are warranted Thanks

#### **North Adams RMV – Additional DL/ID**

- Install Date – Jan 16, 2018
- Risks No known Low complexity, low exposure to risk

#### **AAA Leominster Move**

- Move Date – Changed to Feb 1, 2018
- Risks Moderate Comcast fiber may not be installed by move date and would impact availability of RMV Services
- With move delayed 2 weeks, Comcast is more likely to meet move date
- Signed Right of Entry from landlord received Awaiting installation schedule from Comcast
- Risk can be mitigated by using interim 4G wireless router to provide connectivity for RMV Services if fiber not ready
- No guarantee of performance May not be adequate for RMV Services

#### **QHQ 1st Floor Atlas Business Testing/Training**

- Work underway Completion Feb 15, 2018
- Risk Moderate complexity Low/moderate exposure to risk Business drop-dead ready date mid-March provides 1 month schedule contingency
- Significant data cabling work required by Inno4 to bring data/voice capacity to 1st floor from 3rd floor
- Waiting for update SOW from INNO4 for additional cabling for Atlas business training
- Furniture and data installation to be completed Feb 5
- Systems and employee moves expected to be completed 2/15

#### **Watertown RMV Service Center Move**

- No official move date Approximate March/April 2019
- Risks High complexity, moderate to high exposure to risk
- Comcast fiber will require routing from mall electrical room to new service center via plastic inter duct in non-RMV tenant ceilings
- Comcast will require approval by Mall management and landlord
- Alternative would require trenching from utility line on street behind new Service Center location This would inquire significant expense and may be difficult to perform during winter season
- Onsite meeting planned for 1/15 to review server room requirements with Contractor
- Idemia SOW received 1/9

#### **Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019 Lease is being negotiated
- Risks High complexity, moderate to high exposure to risk

#### **Procure Lexmark Placard Printer for Medical Affairs Bureau (MAB)**

- Lexmark CS820de color printer device (1) was received on 1/4/19 (on schedule) and is on site in QHQ awaiting a rapid feasibility study by MassDOT IT, Service Delivery to confirm or configure for data drop, confirm power, assign IP (MassDOT IT, Network), etc
- Location is determined and confirmed in proximity to Jen Hoban s cube (3109) next to existing floor standing form factor Dell printer
- Install date will be fast tracked but actual install date is pending the completion of the feasibility study
- Placard media materials are being moved to QHQ for the proof of concept testing
- Low risk

#### **Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)**

- Tech is awaiting disposition by the business regarding next steps
- Estimate is three (3) to four (4) weeks for delivery of the devices from receipt of PO by Idemia
- Low risk

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**From:** Bedard, David (DOT)  
**Sent:** Monday, January 07, 2019 9:25 AM  
**To:** Deveney, Erin (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Here s the latest, we can discuss on Friday but please let me know if you have any immediate questions or concerns Thanks!

#### **North Adams RMV – Additional DL/ID**

- Install Date – Jan 16, 2018 (moved due to General Services work schedule)
- Risks No known Low complexity, low exposure to risk

#### **AAA Leominster Move**

- Move Date – Jan 18, 2018
- Risks Comcast fiber may not be installed by move date and would impact availability of RMV Services
- Signed Right of Entry from landlord to allow Comcast to perform work is still outstanding
- Risk can be mitigated by using interim 4G wireless router to provide connectivity for RMV Services
- No guarantee of performance May not be adequate for RMV Services

#### **QHQ 1st Floor Atlas Business Testing/Training**

- Work underway Completion expected mid-February
- Risk Moderate complexity Low/moderate exposure to risk Business drop-dead ready date mid-March provides 1 month schedule contingency
- Significant data cabling work required by Inno4 to bring data/voice capacity to 1st floor from 3rd floor

#### **Watertown RMV Service Center Move**

- No official move date Approximate March/April 2019
- Risks High complexity, moderate to high exposure to risk
- Comcast fiber will require routing from mall electrical room to new service center via plastic inter duct in non-RMV tenant ceilings
- Comcast will require approval by Mall management and landlord
- Alternative would require trenching from utility line on street behind new Service Center location This would inquire significant expense and may be difficult to perform during winter season

#### **Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019 Lease is being negotiated



- Risks High complexity, moderate to high exposure to risk

**\*\*Mark Newton is leading point on the Printer and Scanner front, below is what he sent me but I need to follow up with him in greater detail. Thought I'd pass it along and we can discuss at our meeting this week.\*\***

**Procure Lexmark Placard Printer for Medical Affairs Bureau (MAB)**

- Device (1) was scheduled to ship this week (confirming shipment with vendor/awaiting return communication)
- Install date may be scheduled as soon as possible after receipt
- Install the device, begin the proof of concept printing at the (MAB) business level
- Additional printers are readily available (30+ available in the channel) Lexmark indicates these models will be available for the next 3-6 months (or longer)
- Low risk profile

**Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)**

- In possession of quote from Idemia
- In shortest possible detail, the scanners are requested to address, modernize and secure the Bureau of Probation (or "BOP") list process and address the backlog. Can also be easily used to address the Not the Same Person process, which currently suffers the same peril as the BOP list. This may take some behind the scenes involvement on the IT side, as well as some cooperation with DCU
- Increase customer satisfaction, provide improved access to sensitive and timely documentation and increase the security of sensitive documents
- Reduce paper storage, reduce the need for the manual retrieval of documentation, reduce customer wait time and reduce customer return visits

**What follows, in significantly greater detail, is presented from Sherri L. Hannan, Program Coordinator III / Supervisor, CAB / Suspensions Contact Center, MassDOT/RMV**

**Ideally, each hearings officer and suspension clerk will have a scanner hardware, the DCU Datacap Navigator software, and the DCU Content Navigator software on his or her workstation. Each piece is required for the cycle to be successful.**

Current Process:

Currently, suspension clerks review a record as a driver calls in, and make the determination whether a driver needs to be added to the BOP list. The clerk will inform the driver what documents are needed from the driver, and provide a fax number or address for receipt of the needed documents. Once all documents are received, the typical waiting period is (14) business days for hearings officer review (though the backlog is currently several months). The clerk then collects all docs related to that particular driver, and adds the driver to the BOP list, which is currently a handwritten document in a series three-ring binder, containing personal information, a series of record checks, and all the documents supplied by the driver. These include court records, driving records, photo id's and other sensitive information. These binders are difficult to secure, through it is procedural to keep them locked up outside of typical business hours.

A hearings officer will work the BOP list from the earliest date, pull the documents from the driver on the list, work the record, perform the record checks, hold the hearing, and file her batch work. Though hearings officers in the branch are required to scan their batch work into Datacap Navigator, and file a physical copy, making available instantly to all of DCU, contact center hearings officers merely file their paper batch work to the DCU library, and have no further access to it. This is an impediment to senior hearings officers for auditing purposes, continuing hearings on the same accounts, and general quality control and customer service matters.

It should be noted that due to the current backlog, when a driver is calling after the (14) business days, the record has rarely been worked. What happens is the suspension clerk puts the driver on hold, pulls the papers out of the BOP list binder, walks over to a hearings officer, hands the documents to the hearings officer, and waits next to the hearings officer while the hearings officer works the record, per the above. This can take five minutes, or (25) minutes. Sometimes longer.

It's a process that snowballs the current backlog issue, puts us at risk of having personal information out and unsecured, keeps drivers on hold for exceptional periods of time, causes tension between hearings officers and suspension clerks, and keeps us all from performing our duties in real time.

Future State:

My vision: Suspension clerk takes in a call from a driver. The clerk sees that the driver needs to be placed on the BOP list. The clerk advises the driver on what documents are needed in order to be placed on the list. The driver sends in the docs via fax, etc. The clerk takes in the docs, opens Datacap Navigator, selects the desired scan type (Suspension BOP Scan), accurately enters all information, and advises the driver of the (14) business day wait period.

A hearings officer actively works the BOP list by date, and searches Content Navigator by date. She will pull and print the relevant documents, work the record, hold the hearing, contact the driver with the decision, note the file appropriately, scan her batch work into Content Navigator, and send her physical batch work to the DCU library.

Regarding the backlog:

A temp would be extremely helpful in scanning in the current BOP list into Datacap Navigator. There is no CORI material in the BOP list, so it is acceptable for a temp to assist. This would enable a hearings officer to access the BOP list from any workstation at any time. But we need the physical scanner, and the two software programs and logins to make this work first.

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**From:** Deveney, Erin (DOT)  
**Sent:** Thursday, January 03, 2019 1:01 PM  
**To:** Bedard, David (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Written is fine-feel free to use that time for something more productive. Thanks

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**From:** Bedard, David (DOT)  
**Sent:** Thursday, January 3, 2019 12:59 PM  
**To:** Deveney, Erin (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Hello – I don't have any material updates for this week. Please let me know if you still want to talk or I can send out a written update. Thank you, Dave

-----Original Appointment-----  
**From:** Deveney, Erin (DOT)  
**Sent:** Wednesday, December 12, 2018 4:38 PM  
**To:** Deveney, Erin (DOT); Bedard, David (DOT)  
**Subject:** Registrar/IT Weekly Check in  
**When:** Friday, January 04, 2019 10:00 AM-10:30 AM (UTC-05:00) Eastern Time (US & Canada).  
**Where:** 10PP Suite 6620 or 888-390-2590 Code 5160085

**From:** Patel, Ashish S. (OSD)  
**To:** Steele, Brad (EOTSS); Ann Roper-Quinn; Bailey, Scott (EPS); Blackburn, James (DOT); Brewer, Michael (DOT); Brian Helman; Cohen, Jesse P. (EOTSS); Harvey, David (DPH); Heywood, Cynthia E. (DOC); Kennedy, Tim (OSD); Kwok, Edith (EOE); Lax, Zachary (EOTSS); Martin, Greg (EHS); Powers, Cat (EPS); Rosenberg, Harri (DOT); Sheafer, David (EOTSS); Urato, Tina (CDA); Wolfe, Julia (OSD)  
**Subject:** RE: ITT72 1B Negotiations/Exceptions  
**Date:** Friday, May 10, 2019 9:34:33 AM  
**Attachments:** RE ITT72 Cat\_1B Contract Documents ATT Corp.msig  
 image002.png  
 AT&T Attachment A - Additional Terms Applicable to Service.docx  
 AT&T Attachment B - AT&T Clarifications.docx  
 AT&T Attachment D - AT&T Information & Network Security-Customer Reference Guide.pdf  
 AT&T Bidder Qualifications.docx  
 AT&T ServiceRequirementResponse.xlsx

Hi Brad,

AT&T listed their inability to comply with certain terms with specific sections in the email under the table shown below. They are referring to their responses in their various response documents, also attached for your convenience.

Hope this helps!

AT&T Response Section	Brief Description of Section
<b>AT&amp;T Bidder Qualifications</b>	The is AT&T's general response to the RFR and includes AT&T's guidance as to required terms.
<b>Attachment A - Additional Terms Applicable to Service</b>	AT&T terms that address the logistics of providing wireless service.
<b>Attachment B - AT&amp;T Clarifications</b>	AT&T addresses issues with certain of the Commonwealth's requirements.
<b>Attachment D - AT&amp;T Information &amp; Network Security Customer Reference Guide</b>	Details AT&T's level of Information and Network security compliance.
<b>AT&amp;T Exec order 504 Info Tech Systems and Data Security Disclosure and Commitment Form</b>	Refers to AT&T's Information and Network Security Customer Reference Guide.
<b>AT&amp;T Service Requirement Response</b>	Includes clarifying responses for several items.

Thank you,  
 Ashish



**Ashish Patel | Strategic Sourcing Lead**

Operational Services Division | One Ashburton Place, Room 1017  
 Boston, MA 02108 | Phone 617-720-3190 |  
[ashish.s.patel@mass.gov](mailto:ashish.s.patel@mass.gov) | [mass.gov/osd](http://mass.gov/osd)

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**From:** Steele, Brad (EOTSS)  
**Sent:** Thursday, May 09, 2019 2:15 PM  
**To:** Patel, Ashish S. (OSD); Ann Roper-Quinn; Bailey, Scott (EPS); Blackburn, James (DOT); Brewer, Michael (DOT); Brian Helman; Cohen, Jesse P. (EOTSS); Harvey, David (DPH); Heywood, Cynthia E. (DOC); Kennedy, Tim (OSD); Kwok, Edith (EOE); Lax, Zachary (EOTSS); Martin, Greg (EHS); Powers, Cat (EPS); Rosenberg, Harri (DOT); Sheafer, David (EOTSS); Urato, Tina (CDA); Wolfe, Julia (OSD)  
**Subject:** RE: ITT72 1B Negotiations/Exceptions

I do not see a real explanation of AT&T's exceptions.  
 Am I missing something?

Brad

Thanks, Brad

**Brad Steele | Senior Director of Unified Communications**

200 Arlington Street, Chelsea, MA 02150  
 Office: (617) 626-4645  
[brad.steele@mass.gov](mailto:brad.steele@mass.gov) | [www.mass.gov/eotss](http://www.mass.gov/eotss)

**Executive Office of Technology Services and Security (EOTSS)**

EOTSS provides secure and quality digital information, services, and tools to constituents and service providers when and where they need them.

**From:** Patel, Ashish S. (OSD)  
**Sent:** Tuesday, May 7, 2019 3:23 PM  
**To:** Ann Roper-Quinn <annroper.quinn@boston.gov>; Bailey, Scott (EPS) <scott.bailey@mass.gov>; Blackburn, James (DOT) <James.Blackburn@dot.state.ma.us>; Brewer, Michael (DOT) <Michael.Brewer@dot.state.ma.us>; Brian Helman <bhelman@salemstate.edu>; Cohen, Jesse P. (EOTSS) <jesse.p.cohen@mass.gov>; Harvey, David (DPH) <David.Harvey@MassMail.State.MA.US>; Heywood, Cynthia E. (DOC) <Cynthia.Heywood@doc.state.ma.us>; Kennedy, Tim (OSD) <tim.kennedy@mass.gov>; Kwok, Edith (EOE) <ekwok@doe.mass.edu>; Lax, Zachary (EOTSS) <zachary.lax@mass.gov>; Martin, Greg (EHS) <greg.martin@mass.gov>; Powers, Cat (EPS) <cat.powers@mass.gov>; Rosenberg, Harri (DOT) <harri.rosenberg@dot.state.ma.us>; Sheafer, David (EOTSS) <dsheafer@doe.mass.edu>; Steele, Brad (EOTSS) <brad.steele@mass.gov>; Urato, Tina (CDA) <tina.urato@mass.gov>; Wolfe, Julia (OSD) <julia.wolfe@mass.gov>  
**Subject:** ITT72 1B Negotiations/Exceptions  
**Importance:** High

Good afternoon,

Four out of five bidders for ITT72 1B have responded with their exception to terms. We are still waiting for T-Mobile's response. Tim and I have reviewed Verizon and Sprint respectively and include our edits and looking for SSTs review and input. Other vendor's exceptions have to be reviewed as well and we are looking for your help. To make it easier I have tried to assign the same vendors as those were assigned to you/your team for initial evaluation. If your schedule permits and if you would like to review other vendors please let me know.

Due to time constraint we need to review this rather quickly please do your best to review as soon as possible and we can go over your feedback/concerns on Monday.

I am attaching original response emails which have attachments, please let me know if you cannot open the attached emails.

First	Last	Agency	Email	Phone	Exception Review
Ann	Roper-Quinn	City of Boston	<a href="mailto:annroper.quinn@boston.gov">annroper.quinn@boston.gov</a>	617-635-4767	Verizon
Brian	Helman	Salem State University	<a href="mailto:bhelman@salemstate.edu">bhelman@salemstate.edu</a>	978-542-7272	Granite
David	Harvey	Department of Public Health	<a href="mailto:David.Harvey@MassMail.State.MA.US">David.Harvey@MassMail.State.MA.US</a>	(617) 624-5841	Sprint
David	Sheafer	Executive Office of Education	<a href="mailto:dsheafer@doe.mass.edu">dsheafer@doe.mass.edu</a>	781-338-6612	T-Mobile
Edith	Kwok	Department of Education	<a href="mailto:ekwok@doe.mass.edu">ekwok@doe.mass.edu</a>	(781) 338-6885	T-Mobile
Harri	Rosenberg	Department of Transportation	<a href="mailto:harri.rosenberg@dot.state.ma.us">harri.rosenberg@dot.state.ma.us</a>	857-368-9930	Granite
Jim	Blackburn	Department of Transportation	<a href="mailto:james.blackburn@dot.state.ma.us">james.blackburn@dot.state.ma.us</a>	857-368-9992	Granite
Michael	Brewer	Department of Transportation	<a href="mailto:Michael.Brewer@dot.state.ma.us">Michael.Brewer@dot.state.ma.us</a>	(857) 368-9980	Granite
Tina	Urato	Massachusetts Emergency Management Agency (MEMA)	<a href="mailto:tina.urato@mass.gov">tina.urato@mass.gov</a>	508-820-1243	Verizon
Ashish	Patel	Operational Services Division	<a href="mailto:ashish.s.patel@mass.gov">ashish.s.patel@mass.gov</a>	617-720-3109	Sprint
Tim	Kennedy	Operational Services Division	<a href="mailto:tim.kennedy@mass.gov">tim.kennedy@mass.gov</a>	617-720-3107	Verizon
Brad	Steele	Executive Office of Technology Services and Security	<a href="mailto:brad.steele@mass.gov">brad.steele@mass.gov</a>	617-626-4645	AT&T, Verizon
Zack	Lax	Executive Office of Technology Services and Security	<a href="mailto:zachary.lax@mass.gov">zachary.lax@mass.gov</a>	617-626-4451	AT&T, Verizon
Jesse	Cohen	Executive Office of Technology Services and Security	<a href="mailto:jesse.p.cohen@mass.gov">jesse.p.cohen@mass.gov</a>	617-626-4583	Pricing File: Verizon
Cat	Powers	Executive Office of Public Safety and Security	<a href="mailto:cat.powers@mass.gov">cat.powers@mass.gov</a>		AT&T, Sprint
Cynthia	Heywood	Department of Corrections	<a href="mailto:Cynthia.Heywood@doc.state.ma.us">Cynthia.Heywood@doc.state.ma.us</a>	(508) 422-3336	AT&T, Sprint
Greg	Martin	Executive Office of Health & Human Services	<a href="mailto:Greg.Martin@MassMail.State.MA.US">Greg.Martin@MassMail.State.MA.US</a>	(617) 689-8718	AT&T, Sprint
Scott	Bailey	Executive Office of Public Safety and Security	<a href="mailto:scott.bailey@mass.gov">scott.bailey@mass.gov</a>	617-875-0856	
Julia	Wolfe	Operational Services Division	<a href="mailto:julia.wolfe@mass.gov">julia.wolfe@mass.gov</a>	617-502-8836	-

Thank you,  
Ashish



**Ashish Patel | Strategic Sourcing Lead**

Operational Services Division | One Ashburton Place Room 1017  
Boston MA 02108 | Phone 617-720-3190 |  
[ashish.s.patel@mass.gov](mailto:ashish.s.patel@mass.gov) | [mass.gov/osd](http://mass.gov/osd)

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Please consider the environment before printing this e-mail. Thank you.

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Friday, May 10, 2019 7:02:12 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

---

---

**From:** Oracle Business Intelligence  
**Sent:** Friday, May 10, 2019 7:01:02 AM (UTC-05:00) Eastern Time (US & Canada)  
**Subject:** DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Boyle, Christopher \(DOT\)](#)  
**To:** [Boyle, Christopher \(POL\)](#)  
**Subject:** Fwd: Arrest Warrant draft  
**Date:** Thursday, May 09, 2019 8:59:24 PM  
**Attachments:** [image001.png](#)  
[ATT00001.htm](#)  
[ATT00002.htm](#)  
[\[REDACTED\].arrest warrant.docx](#)  
[ATT00003.htm](#)

---

Sergeant Christopher Boyle  
Massachusetts State Police  
Division of Homeland Security and Preparedness  
Fraud Identification Unit  
[10 Park Plaza, 2<sup>nd</sup> Floor](#)  
[Boston, MA 02116](#)  
[christopher.p.boyle@dot.state.ma.us](mailto:christopher.p.boyle@dot.state.ma.us)  
cell: [781-738-7286](tel:781-738-7286)

**From:** [Buonopane, Jenna \(EEC\)](#)  
**To:** [Depina, Felisberta \(DOT\)](#)  
**Cc:** [Lavoie, Sara \(DOT\)](#)  
**Subject:** RE: Questions about employment offer - Facial Recognition Analyst Position  
**Date:** Thursday, May 09, 2019 4:49:19 PM  
**Attachments:** [image001.png](#)

---

Thank you so much! Have a great evening 😊

Jenna R. Buonopane  
Paralegal/Public Records Access Officer  
Massachusetts Department of Early Education and Care  
O: 617-988-2449  
[jenna.buonopane@mass.gov](mailto:jenna.buonopane@mass.gov)



---

**From:** Depina, Felisberta (DOT)  
**Sent:** Thursday, May 09, 2019 4:44 PM  
**To:** Buonopane, Jenna (EEC) <[Jenna.Buonopane@mass.gov](mailto:Jenna.Buonopane@mass.gov)>  
**Cc:** Lavoie, Sara (DOT) <[Sara.Lavoie@dot.state.ma.us](mailto:Sara.Lavoie@dot.state.ma.us)>  
**Subject:** RE: Questions about employment offer - Facial Recognition Analyst Position

Hello Jenna,

Thanks for following up! We are still in discussion. I have been in and out of meetings today and didn't have a chance to reach out to you earlier. I just extended the deadline to end of day tomorrow.

I will follow up with you tomorrow morning.

Thank you kindly,  
Felis DePina

---

**From:** Buonopane, Jenna (EEC)  
**Sent:** Thursday, May 09, 2019 2:52 PM  
**To:** Depina, Felisberta (DOT)  
**Cc:** Lavoie, Sara (DOT)  
**Subject:** RE: Questions about employment offer - Facial Recognition Analyst Position

Hello Ms. DePina,

I hope this email finds you well. Just following up! I know that the deadline of my decision was extended to the end of the day today, so I just wanted to follow up to express my continued interest in the position and to inquire about the status of your discussion.

Thanks so much,  
Jenna

Jenna R. Buonopane  
Paralegal/Public Records Access Officer  
Massachusetts Department of Early Education and Care  
O: 617-988-2449  
[jenna.buonopane@mass.gov](mailto:jenna.buonopane@mass.gov)



---

**From:** Depina, Felisberta (DOT)  
**Sent:** Monday, May 06, 2019 10:00 AM  
**To:** Buonopane, Jenna (EEC) <[Jenna.Buonopane@mass.gov](mailto:Jenna.Buonopane@mass.gov)>  
**Subject:** RE: Questions about employment offer - Facial Recognition Analyst Position

No, that's fine. I just wanted to make sure you were able to discuss it with someone in the right department.  
It looks like Sara is out of the office until Thursday. I did email her to have us discuss the salary. I can extend the deadline to end of day Thursday.

---

**From:** Buonopane, Jenna (EEC)  
**Sent:** Monday, May 06, 2019 9:57 AM  
**To:** Depina, Felisberta (DOT)  
**Cc:** Lavoie, Sara (DOT)  
**Subject:** RE: Questions about employment offer - Facial Recognition Analyst Position

Hello,

I called Frank Santarpio back at the number he provided, but was informed that he wasn't in the office on Friday. I was able to speak to someone else who told me that since I have almost 7 years of state service, that my vacation accrual should remain the same as it is now. Should I try to speak to Frank to confirm this?

Thank you!  
Jenna

Jenna R. Buonopane  
Paralegal/Public Records Access Officer  
Massachusetts Department of Early Education and Care  
O: 617-988-2449  
[jenna.buonopane@mass.gov](mailto:jenna.buonopane@mass.gov)





---

**From:** Depina, Felisberta (DOT)  
**Sent:** Monday, May 06, 2019 9:53 AM  
**To:** Buonopane, Jenna (EEC) <[Jenna.Buonopane@mass.gov](mailto:Jenna.Buonopane@mass.gov)>  
**Cc:** Lavoie, Sara (DOT) <[Sara.Lavoie@dot.state.ma.us](mailto:Sara.Lavoie@dot.state.ma.us)>  
**Subject:** RE: Questions about employment offer - Facial Recognition Analyst Position

Good Morning Jenna,

Were you able to talk to Frank Santarpio from our HR Service Center. I will extend the deadline to tomorrow. I just haven't had a chance to discuss it with Sara. I will do that today and get back to you.

Thank you kindly,  
Felis DePina

---

**From:** Buonopane, Jenna (EEC)  
**Sent:** Monday, May 06, 2019 9:50 AM  
**To:** Depina, Felisberta (DOT)  
**Cc:** Lavoie, Sara (DOT)  
**Subject:** RE: Questions about employment offer - Facial Recognition Analyst Position

Good morning Ms. DePina,

I write to follow up to our telephone conversation last week regarding salary. I know that I was due to either accept or decline the offer by 8:00 this morning, so I am hoping that the employment offer still stands, as I am still very interested in the position. I will be available via telephone or e-mail all day to discuss.

Thank you,  
Jenna

Jenna R. Buonopane  
Paralegal/Public Records Access Officer  
Massachusetts Department of Early Education and Care  
O: 617-988-2449  
[jenna.buonopane@mass.gov](mailto:jenna.buonopane@mass.gov)



---

**From:** Buonopane, Jenna (EEC)

**Sent:** Thursday, May 02, 2019 1:50 PM

**To:** Depina, Felisberta (DOT) <[Felisberta.Depina@dot.state.ma.us](mailto:Felisberta.Depina@dot.state.ma.us)>

**Subject:** Questions about employment offer - Facial Recognition Analyst Position

Good afternoon Ms. DePina,

I just received my offer letter and had a few questions for you. I'm available to discuss either via e-mail or by phone at [REDACTED].

Thank you and I look forward to hearing from you soon!

Best,  
Jenna

Jenna R. Buonopane  
Paralegal/Public Records Access Officer  
Massachusetts Department of Early Education and Care  
O: 617-988-2449  
[jenna.buonopane@mass.gov](mailto:jenna.buonopane@mass.gov)



**From:** [Mike Allen](#)  
**To:** [Goddard, Jacquelyn \(DOT\)](#)  
**Subject:** Axios PM: Facial recognition face-off — U.S. seizes North Korean ship — "Pikachu" leak?  
**Date:** Thursday, May 09, 2019 4:25:27 PM



[View in browser](#)

PRESENTED BY GOLDMAN SACHS *10,000 SMALL BUSINESSES*

# Axios PM

By Mike Allen · May 09, 2019

**Breaking:** President Trump will formally nominate acting Secretary of Defense Patrick Shanahan to permanently head up the Pentagon.

## 1 big thing: The facial recognition face-off

**Facial recognition technology** is one of the tech industry's most lucrative new sectors — underpinning everything from social networks to intelligence services — even as it raises questions about its impact on privacy and human rights, writes Axios' Shane Savitsky.

**That disconnect** is illustrated in a fascinating scoop by NBC News' Olivia Solon and Cyrus Farivar, who share how photo storage app Ever actually supports the company's AI arm "to train the company's facial recognition system ... to sell that technology to private companies, law enforcement and the military."

- **"Every time Ever users** enable facial recognition on their photos to group together images of the same people, Ever's facial recognition technology learns from the matches and trains itself. That knowledge, in

turn, powers the company's commercial facial recognition products."

- **The only mention** of the facial recognition technology behind Ever was "a brief reference that was added to the [privacy policy](#) after NBC News reached out to the company in April."
- **"The shift** to facial recognition boosted Ever financially: After it announced its new focus, the company raised \$16 million at the end of 2017 — over half of its total investment to date."

**The big picture:** That trend is occurring around the world, too. Chinese facial recognition company Face++ [raised](#) \$750 million this week, snagging a valuation of more than \$4 billion.

- **It came** days after Human Rights Watch [reported](#) that Face++ technology is being used by the Chinese government to identify potential terrorists.
- **That data collection** has resulted in [the detention](#) of an estimated 1 million to 2 million Uighur Muslims in China's Xinjiang region as foreign governments and corporations pretend it isn't happening.

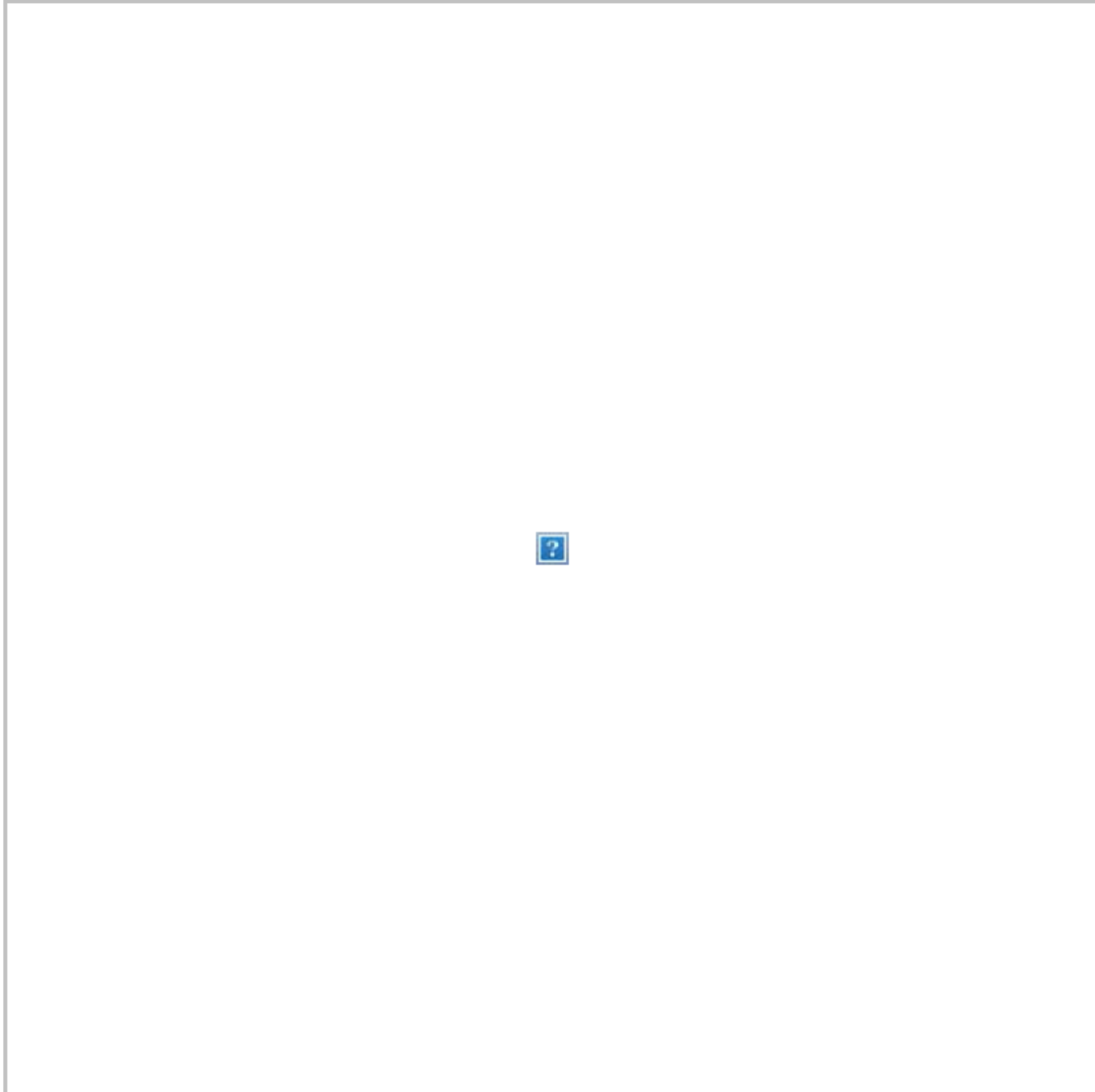
**What's next:** San Francisco's Board of Supervisors is set to vote next week on a proposed ban on the use of facial recognition technology by the city's government, [per Slate](#).

- **If passed**, S.F. would become the first municipality in the U.S. to enact such a ban.
- **Across the bay**, Oakland will debate a similar ban later this month.

**The bottom line:** Don't expect the debate on facial recognition technology to die down anytime soon, especially when Big Tech giants like [Microsoft](#) and [Amazon](#) — which have the ability to massively profit from it — are already sounding the alarm on its potential abuses.



## Bonus: Stat du jour



Volkswagen's electric ID. Photo: Kay Nietfeld/picture alliance via Getty Images

**In Berlin**, Volkswagen unveiled its new all-electric hatchback, priced at \$33,600. Pre-orders passed 10,000 cars in 24 hours, [reports CNBC](#):

- **The Golf-sized ID.3** got its name "because Volkswagen views the model as the third major evolution in the firm's history, after the Golf

and Beetle."



---

## 2. What you missed

1. **The U.S. seized** a North Korean cargo vessel for allegedly transporting and selling coal in violation of international sanctions. [\*Details.\*](#)
2. **President Trump** told reporters that he was "very surprised" that his son, Donald Trump Jr., was subpoenaed by Senate Intel. [\*Watch the video.\*](#)
3. **Sen. Bernie Sanders** and Rep. Alexandria Ocasio-Cortez introduced a bill to prevent credit card interest rates from rising above 15%. [\*Go deeper.\*](#)
4. **Alabama's Senate** delayed a vote on what would be the strictest abortion law in the country after a heated disagreement between lawmakers. [\*Details.\*](#)
5. **Pope Francis** issued a sweeping new Vatican law that requires all priests and nuns worldwide to report sexual abuse to church authorities. [\*Go deeper.\*](#)



---

## 3. 1 fun thing



Screenshot via [YouTube](#)

**Ryan Reynolds** "appeared to have found a pirated pre-release copy of 'Pokémon Detective Pikachu' — and then made the ill-advised move to share it with his 13 million-plus fans on Twitter," [writes](#) Variety.

- **But he** "hadn't blundered into facilitating a massive piracy scheme three days before ['Detective Pikachu's] theatrical release."
- **"The 'pirated' copy** of the movie on YouTube includes 60 seconds of what looks like the actual opening sequence of 'Detective Pikachu' —

followed by 102 minutes of Pikachu aerobicizing on a dance floor."

**Gotta watch it all.**



---

A MESSAGE FROM GOLDMAN SACHS 10,000 SMALL BUSINESSES

Meet *10,000 Small Businesses* graduate Shawn



Shawn has grown her porcelain tableware business online and through third-party distribution—experiencing continuous growth in a category that is declining. [Follow her journey](#) since the program.

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**From:** [Lucin, Cristina \(POL\)](#)  
**To:** [Boyle, Christopher \(DOT\)](#)  
**Subject:** Arrest Warrant draft  
**Date:** Thursday, May 09, 2019 3:34:18 PM  
**Attachments:** [REDACTED].[arrest warrant.docx](#)

---

Draft 1

Respectfully,

Trooper Cristina J. Lucin  
Massachusetts State Police  
Fraud Identification Unit  
10 Park Plaza 2<sup>nd</sup> floor  
Boston, MA 02116  
Office: (857) 368-9500  
Cell: (617) 356-6615  
Fax: (857) 368-0649

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**From:** [Buonopane, Jenna \(EEC\)](#)  
**To:** [Depina, Felisberta \(DOT\)](#)  
**Cc:** [Lavoie, Sara \(DOT\)](#)  
**Subject:** RE: Questions about employment offer - Facial Recognition Analyst Position  
**Date:** Thursday, May 09, 2019 2:51:48 PM  
**Attachments:** [image001.png](#)

---

Hello Ms. DePina,

I hope this email finds you well. Just following up! I know that the deadline of my decision was extended to the end of the day today, so I just wanted to follow up to express my continued interest in the position and to inquire about the status of your discussion.

Thanks so much,  
Jenna

Jenna R. Buonopane  
Paralegal/Public Records Access Officer  
Massachusetts Department of Early Education and Care  
O: 617-988-2449  
[jenna.buonopane@mass.gov](mailto:jenna.buonopane@mass.gov)



---

**From:** Depina, Felisberta (DOT)  
**Sent:** Monday, May 06, 2019 10:00 AM  
**To:** Buonopane, Jenna (EEC) <[Jenna.Buonopane@mass.gov](mailto:Jenna.Buonopane@mass.gov)>  
**Subject:** RE: Questions about employment offer - Facial Recognition Analyst Position

No, that's fine. I just wanted to make sure you were able to discuss it with someone in the right department.  
It looks like Sara is out of the office until Thursday. I did email her to have us discuss the salary. I can extend the deadline to end of day Thursday.

---

**From:** Buonopane, Jenna (EEC)  
**Sent:** Monday, May 06, 2019 9:57 AM  
**To:** Depina, Felisberta (DOT)  
**Cc:** Lavoie, Sara (DOT)  
**Subject:** RE: Questions about employment offer - Facial Recognition Analyst Position

Hello,

I called Frank Santarpio back at the number he provided, but was informed that he wasn't in the office on Friday. I was able to speak to someone else who told me that since I have almost 7 years of state service, that my vacation accrual should remain the same as it is now. Should I try to speak to

Frank to confirm this?

Thank you!

Jenna

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[jenna.buonopane@mass.gov](mailto:jenna.buonopane@mass.gov)



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**From:** Depina, Felisberta (DOT)  
**Sent:** Monday, May 06, 2019 9:53 AM  
**To:** Buonopane, Jenna (EEC) <[Jenna.Buonopane@mass.gov](mailto:Jenna.Buonopane@mass.gov)>  
**Cc:** Lavoie, Sara (DOT) <[Sara.Lavoie@dot.state.ma.us](mailto:Sara.Lavoie@dot.state.ma.us)>  
**Subject:** RE: Questions about employment offer - Facial Recognition Analyst Position

Good Morning Jenna,

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Thank you kindly,  
Felis DePina

---

**From:** Buonopane, Jenna (EEC)  
**Sent:** Monday, May 06, 2019 9:50 AM  
**To:** Depina, Felisberta (DOT)  
**Cc:** Lavoie, Sara (DOT)  
**Subject:** RE: Questions about employment offer - Facial Recognition Analyst Position

Good morning Ms. DePina,

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Thank you,  
Jenna

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Massachusetts Department of Early Education and Care  
O: 617-988-2449  
[jenna.buonopane@mass.gov](mailto:jenna.buonopane@mass.gov)



---

**From:** Buonopane, Jenna (EEC)  
**Sent:** Thursday, May 02, 2019 1:50 PM  
**To:** Depina, Felisberta (DOT) <[Felisberta.Depina@dot.state.ma.us](mailto:Felisberta.Depina@dot.state.ma.us)>  
**Subject:** Questions about employment offer - Facial Recognition Analyst Position

Good afternoon Ms. DePina,

I just received my offer letter and had a few questions for you. I'm available to discuss either via e-mail or by phone at [REDACTED].

Thank you and I look forward to hearing from you soon!

Best,  
Jenna

Jenna R. Buonopane  
Paralegal/Public Records Access Officer  
Massachusetts Department of Early Education and Care  
O: 617-988-2449  
[jenna.buonopane@mass.gov](mailto:jenna.buonopane@mass.gov)



**From:** [Richard, Hunter \(Guidehouse\)](#)  
**To:** [Rosenberg, Harri \(DOT\)](#); [Spada, Frank \(DOT\)](#); [Nawrocki, Diane \(DOT\)](#); [Goutham, Anu \(DOT\)](#); [Wood, Matthew \(DOT\)](#); [Foster, Gary S \(MBTA\)](#); [Primerano, John \(DOT\)](#); [John, Samuel \(DOT\)](#); [Bedard, David \(DOT\)](#); [David M. Tramonte](#); [Foster, Gary S \(MBTA\)](#)  
**Cc:** [ndonovan@guidehouse.com](mailto:ndonovan@guidehouse.com); [Hunter Richard](#); [Tramonte, David \(Guidehouse\)](#); [Bandoian, Austin \(DOT\)](#)  
**Subject:** BIA Meeting Follow-up  
**Date:** Thursday, May 09, 2019 2:15:36 PM  
**Attachments:** [MassDOT Recovery Capability Document and Criticality Tiers\\_05.09.19.xlsx](#)  
[IT Leader Presentation\\_V4.pptx](#)

---

Dear all,

Thank you for your time and attention this afternoon. As we discussed, we have attached the most recent Recovery Capability Document outlining applications, criticality tiers, and capabilities and the powerpoint presentation from today. We welcome any feedback on the attached and will also take today's meeting feedback into account in how to develop the webinar presentation to highlight key metrics and tell a complete story.

Next week, we will compile all deliverable components across the 3 phases into a single package that will contain updated decks, data collection tools and spreadsheets, and relevant presentation materials.

Please do not hesitate to contact us if you have any questions.

Best,  
Hunter

**From:** [Durrigan, Dina \(DOT\)](#)  
**To:** [Johnson, Selina \(DOT\)](#); [Spengler, Mark \(DOT\)](#); [Constantine, Rashida \(DOT\)](#); [Mulcahy, Sheila \(DOT\)](#); [Seitz, Alaina \(DOT\)](#); [Burke, Robin \(DOT\)](#); [Depina, Felisberta \(DOT\)](#); [Bouchard, Candida \(DOT\)](#); [Leisner, Scott \(DOT\)](#); [Rivera, Alvin \(DOT\)](#); [DeLeon, Pamela \(DOT\)](#)  
**Subject:** Open Reqs Status 05.06.19.xlsx  
**Date:** Thursday, May 09, 2019 2:00:39 PM  
**Attachments:** [Open Reqs Status 05.06.19.xlsx](#)

---

Hi all,

Please see attached.

Best,  
Dina

**Dina Durrigan**

**Massachusetts Department of Transportation**  
Human Resources Business Partner  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8556 | Cell 617.620.3069



Questions about hiring? Visit <https://navigator.massdot.state.ma.us/>  
Check out MassDOT's annual performance at [www.massdottracker.com](http://www.massdottracker.com)



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**From:** [Richard, Hunter \(Guidehouse\)](#)  
**To:** [Bandoian, Austin \(DOT\)](#); [Tramonte, David \(Guidehouse\)](#); [Austin Bandoian](#); [dtramonte@guidehouse.com](mailto:dtramonte@guidehouse.com); [Hunter Richard](#)  
**Cc:** [ndonovan@guidehouse.com](mailto:ndonovan@guidehouse.com)  
**Subject:** 1:15pm Presentation  
**Date:** Thursday, May 09, 2019 12:53:56 PM  
**Attachments:** [Executive Presentation\\_V3.pptx](#)  
[MassDOT Recovery Capability Document and Criticality Tiers\\_05.09.19.xlsx](#)  
[MassDOT BIA Data Collection Tool\\_05.09.19.xlsx](#)

---

**Hunter M. Richard**

Project Manager, Guidehouse

MassDOT Business Impact Analysis Project  
10 Park Plaza, Suite 8110  
Boston, MA 02116  
781-632-3694

**From:** [Massachusetts State Police Case Management System](#)  
**To:** [Boyle, Christopher \(POL\)](#)  
**Subject:** ACISS Alert: ASSISTANCE RENDERED Report awaiting approval!  
**Date:** Thursday, May 09, 2019 11:49:35 AM  
**Attachments:** [CaseReport\\_2019-134-61\\_3.pdf](#)

---

From: ACISS (MSP)  
Report 2019-134-61/3 (ASSISTANCE RENDERED) was just sent for your approval.

**From:** [Massachusetts State Police Case Management System](#)  
**To:** [Boyle, Christopher \(POL\)](#)  
**Subject:** ACISS Alert: New Report Added to Case 2019-134-61  
**Date:** Thursday, May 09, 2019 11:49:21 AM  
**Attachments:** [CaseReport\\_2019-134-61\\_3.pdf](#)

---

From: ACISS (MSP)  
Report 2019-134-61/3 (ASSISTANCE RENDERED) was added to your case by Malhotra, Danish (Fraud Identification Unit / MSP).

**From:** [Commonwealth Fusion Center \(POL\)](#)  
**To:** [REDACTED]  
**Subject:** Possible Fraud - 2019-500-A3485  
**Date:** Thursday, May 09, 2019 10:52:58 AM  
**Attachments:** [image1.png](#)  
[Facial Recognition - Fraudulent ID UPDATED.pdf](#)  
[REDACTED] - 1.pdf  
[REDACTED] - 1.pdf

---

Good Morning,

[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]

I have advised Tewksbury PD to contact the MSP Fraud ID unit with any follow-up questions.

Respectfully,

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

---

**From:** [REDACTED]@tewksbury-ma.gov>  
**Sent:** Thursday, May 9, 2019 9:56 AM  
**To:** Commonwealth Fusion Center (POL)  
**Subject:** Fwd: Photo

[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED] [REDACTED] SS# [REDACTED]

[REDACTED] [REDACTED] SS# [REDACTED]

[REDACTED]  
[REDACTED]

--

Detective [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:46:37 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Matt,

Here is Todays report for you to look at. Let me know if you need an explanation of the fields.

Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8545 | Fax 857.368.0601

MassDOT and the MBTA are subject to MGL: Chpt.66, Sec.10 Public Records Law. Email sent or received by MassDOT and MBTA employees are subject to these laws. Unless otherwise exempted from the public records law, senders and receivers of MassDOT and MBTA email should presume that the email are subject to release upon request, and to state record retention requirements.

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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Thursday, May 9, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:23:45 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

---

Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Monday, September 17, 2018 7:01 PM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:23:45 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Monday, October 1, 2018 7:04 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details



**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:23:45 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

---

Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Tuesday, October 2, 2018 7:02 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:23:45 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Monday, September 24, 2018 7:04 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:23:45 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Wednesday, October 3, 2018 7:02 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:23:45 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Thursday, October 4, 2018 7:02 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:23:45 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Friday, October 5, 2018 7:02 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:23:44 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8545 | Fax 857.368.0601

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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Monday, October 8, 2018 7:03 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:23:44 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Tuesday, October 9, 2018 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:23:37 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Wednesday, October 10, 2018 7:02 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details



**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:23:37 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Thursday, October 11, 2018 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:23:36 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Friday, October 12, 2018 7:02 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:23:36 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Monday, October 15, 2018 7:03 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:21:17 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Thursday, February 21, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:21:16 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Friday, February 22, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:21:16 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Monday, February 25, 2019 7:02 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:21:15 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8545 | Fax 857.368.0601

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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Tuesday, February 26, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:21:14 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8545 | Fax 857.368.0601

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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Wednesday, February 27, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details



**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:21:14 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8545 | Fax 857.368.0601

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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Thursday, February 28, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:21:13 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8545 | Fax 857.368.0601

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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Friday, March 1, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:21:13 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8545 | Fax 857.368.0601

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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Tuesday, March 5, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:21:13 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8545 | Fax 857.368.0601

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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Monday, March 4, 2019 7:03 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:21:13 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8545 | Fax 857.368.0601

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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Wednesday, March 6, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:21:11 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8545 | Fax 857.368.0601

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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Thursday, March 7, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:21:11 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8545 | Fax 857.368.0601

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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Friday, March 8, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:21:10 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8545 | Fax 857.368.0601

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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Monday, March 11, 2019 7:03 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details



**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:21:09 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8545 | Fax 857.368.0601

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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Tuesday, March 12, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:21:09 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8545 | Fax 857.368.0601

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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Wednesday, March 13, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:21:08 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Thursday, March 14, 2019 7:02 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:21:08 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Friday, March 15, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:21:07 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Monday, March 18, 2019 7:02 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:21:06 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Tuesday, March 19, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:21:06 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Wednesday, March 20, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:21:05 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Thursday, March 21, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details



**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:21:05 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Friday, March 22, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:21:04 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8545 | Fax 857.368.0601

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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Monday, March 25, 2019 7:02 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:21:03 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8545 | Fax 857.368.0601

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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Tuesday, March 26, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:21:02 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8545 | Fax 857.368.0601

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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Thursday, March 28, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:21:02 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8545 | Fax 857.368.0601

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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Wednesday, March 27, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:20:30 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8545 | Fax 857.368.0601

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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Friday, March 29, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:20:30 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8545 | Fax 857.368.0601

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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Monday, April 1, 2019 7:03 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:20:29 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8545 | Fax 857.368.0601

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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Tuesday, April 2, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details



**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:20:28 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8545 | Fax 857.368.0601

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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Wednesday, April 3, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:20:28 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8545 | Fax 857.368.0601

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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Thursday, April 4, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:20:27 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8545 | Fax 857.368.0601

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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Friday, April 5, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:20:26 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8545 | Fax 857.368.0601

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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Monday, April 8, 2019 7:02 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:20:25 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Tuesday, April 9, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:20:24 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Wednesday, April 10, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:20:23 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Thursday, April 11, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:20:22 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Friday, April 12, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details



**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:20:22 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Monday, April 15, 2019 7:02 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:20:21 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Tuesday, April 16, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:20:20 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Wednesday, April 17, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:20:19 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8545 | Fax 857.368.0601

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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Thursday, April 18, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:20:19 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Friday, April 19, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:20:18 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Monday, April 22, 2019 7:02 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:20:17 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8545 | Fax 857.368.0601

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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Tuesday, April 23, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:20:17 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Wednesday, April 24, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details



**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:20:16 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Thursday, April 25, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:20:15 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Friday, April 26, 2019 7:02 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:20:15 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Monday, April 29, 2019 7:02 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:20:14 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Tuesday, April 30, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:20:13 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Wednesday, May 1, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:20:12 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Thursday, May 2, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:20:11 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Friday, May 3, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:20:11 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Monday, May 6, 2019 7:02 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details



**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:20:10 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Tuesday, May 7, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:20:10 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Robert Dionne, SHRM-CP  
Massachusetts Department of Transportation  
Human Resources Business Intelligence Interim Manager  
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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Wednesday, May 8, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Req Details  
**Date:** Thursday, May 09, 2019 8:20:08 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Massachusetts Department of Transportation  
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-----Original Message-----

From: Oracle Business Intelligence <defaultuserobi@invalidemail.com>  
Sent: Thursday, May 9, 2019 7:01 AM  
Subject: DOT - Active (Open) Req Details

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Commonwealth Fusion Center \(POL\)](#)  
**To:** [New York State Police](#)  
**Cc:** [Boyle, Christopher \(POL\)](#)  
**Subject:** RFI - NY LPR Request  
**Date:** Thursday, May 09, 2019 8:00:26 AM  
**Attachments:** [RFI\\_NY.pdf](#)  
[pastedImage.png](#)

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Good Morning,

Please find the attached completed New York State Intelligence Center *Request for Information* form, respectfully submitted by the Commonwealth Fusion Center (MA) on behalf of the Massachusetts State Police Fraud Identification Section. [REDACTED]

[REDACTED]

**Vehicles:**

- [REDACTED]
- [REDACTED]

[REDACTED]

**Case Type:** ID Fraud  
**Case #:** [REDACTED]  
**ORI:** [REDACTED]

If you have any questions or require any additional information, please feel free to reach out.

Respectfully,

[REDACTED]

**From:** [Tagzine, Hichame \(DOT\)](#)  
**To:** [Tramonte, David \(Guidehouse\)](#)  
**Cc:** [Richard, Hunter \(Guidehouse\)](#); [Bandoian, Austin \(DOT\)](#)  
**Subject:** RE: Recovery Capability Document Review  
**Date:** Wednesday, May 08, 2019 5:42:00 PM  
**Attachments:** [MassDOT Recovery Capability Document and Criticality Tiers\\_05.07.19.xlsx](#)

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Hi David,

Sorry for the delay. It has been a busy week and we have been stretched very thin.  
Here is what I could give you as of now (Few changes on the spreadsheet attached):

ProjectInfo and MMARS are used by all Divisions, so I have added "X" in red.

- Does the information in the comments accurately describe the application? **I made few changes to the "Internal applications" comments (in Red).**
- Is the information describing the application's RTO and RPO capabilities accurate? **I think so**
- We assume that all of the applications included in the 'Internal' tab are only fully built out in one location (i.e., not fully redundant). Can you confirm whether this is correct, or if there are any exceptions to this? **That is correct**
- Is the application backed up more frequently than daily (i.e., backed up in real time)? **For production databases, we have full daily backups and also transactional backups during the day..**
- Is the application included in the correct tab? Definitions for each grouping (e.g., Internal, Hybrid, etc.) are included in the 'Instructions' tab. **Yes**

Thanks,

~~~~~  
*Hichame Tagzine | Information Technology - Manager of the Highway Application Management | MassDOT  
10 Park Plaza | Suite 7110 | Boston MA 02116 | office (857) 368 9862 | e-mail [Hichame.Tagzine@DOT.State.ma.us](mailto:Hichame.Tagzine@DOT.State.ma.us)*

---

**From:** Tramonte, David (Guidehouse)  
**Sent:** Monday, May 6, 2019 5:03 PM  
**To:** Tagzine, Hichame (DOT) <[Hichame.Tagzine@dot.state.ma.us](mailto:Hichame.Tagzine@dot.state.ma.us)>  
**Cc:** Richard, Hunter (Guidehouse) <[Hunter.Richard@dot.state.ma.us](mailto:Hunter.Richard@dot.state.ma.us)>; Bandoian, Austin (DOT) <[Austin.Bandoian@dot.state.ma.us](mailto:Austin.Bandoian@dot.state.ma.us)>  
**Subject:** RE: Recovery Capability Document Review

Hi Hichame,

Just checking in on your feedback regarding our Recovery Capability Document. We hope to have all of our content finalized by EOD tomorrow, so if you could send us your comments before then, that would be much appreciated.

Thank you,  
Dave

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**From:** Tramonte, David (Guidehouse)  
**Sent:** Thursday, May 2, 2019 11:19 AM  
**To:** Tagzine, Hichame (DOT) <[Hichame.Tagzine@dot.state.ma.us](mailto:Hichame.Tagzine@dot.state.ma.us)>  
**Cc:** Richard, Hunter (Guidehouse) <[hunter.richard@dot.state.ma.us](mailto:hunter.richard@dot.state.ma.us)>; Bandoian, Austin (DOT) <[Austin.Bandoian@dot.state.ma.us](mailto:Austin.Bandoian@dot.state.ma.us)>  
**Subject:** Recovery Capability Document Review

Hi Hichame,

Thanks for meeting with us a moment ago. Attached is our latest recovery capability document. We ask if you can please review the applications that you are familiar with and give feedback addressing the following areas:

- Does the information in the comments accurately describe the application?
- Is the information describing the application's RTO and RPO capabilities accurate?
- We assume that all of the applications included in the 'Internal' tab are only fully built out in one location (i.e., not fully redundant). Can you confirm whether this is correct, or if there are any exceptions to this?
- Is the application backed up more frequently than daily (i.e., backed up in real time)?
- Is the application included in the correct tab? Definitions for each grouping (e.g., Internal, Hybrid, etc.) are included in the 'Instructions' tab.

If you could send us your comments by EOD tomorrow, it would be much appreciated.

Thank you,  
Dave

**Dave Tramonte**  
Consultant, Guidehouse

MassDOT Business Impact Analysis Project  
10 Park Plaza, Suite 8350  
Boston, MA 02116  
781-367-2709

**From:** [Mike Allen](#)  
**To:** [Goddard, Jacquelyn \(DOT\)](#)  
**Subject:** Axios PM: Don Jr. subpoena — Trump's constitutional confrontation — the "Wow Child"  
**Date:** Wednesday, May 08, 2019 4:32:41 PM

---



[View in browser](#)

PRESENTED BY GOLDMAN SACHS *10,000 SMALL BUSINESSES*

# Axios PM

By Mike Allen · May 08, 2019

The White House has claimed "executive privilege" over the unredacted Mueller report, setting up a confrontation with Congress. [Read the letter.](#)

- House Judiciary chair Jerry Nadler (D-N.Y.): "This is unprecedented. If allowed to go unchecked, this obstruction means the end of Congressional oversight."

---

## 1 big thing: Don Jr. subpoenaed by Senate Intel



Photo: Scott Olson/Getty Images

**Speaking of confrontation:** The Republican-led Senate Intelligence Committee has subpoenaed Donald Trump Jr.

- The subpoena is to answer questions about his previous testimony before Senate investigators in relation to the Russia investigation, sources with direct knowledge [told Axios'](#) Jonathan Swan, Alayna Treene and David Nather.

**Why it matters:** It's the first congressional subpoena — that we know about



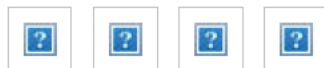
— of one of President Trump's children.

- **The subpoena sets up an unprecedented fight** in the Trump era: A Republican committee chair pit against the Republican president's eldest son.
- **It's also a sign** that the Russia investigations in Congress aren't over despite the conclusion of special counsel Robert Mueller's probe and despite Senate Majority Leader Mitch McConnell saying it's time to move on from the Russia probe.
- **A Senate Intelligence Committee spokesperson** told Axios: "We do not discuss the details of witness engagements with the Committee. Throughout the investigation, the Committee has reserved the right to recall witnesses for additional testimony as needed, as every witness and witness counsel has been made aware."

**Between the lines:** Mueller, whose investigation did not find a conspiracy between the Trump campaign and Russia, did not indict Trump Jr., despite speculation that he would.

- Unlike many congressional investigations in the Trump era, the Senate Intelligence probe — led by Republican chairman Richard Burr and Democratic vice chair Mark Warner — has been largely bipartisan.
- The fact that they're subpoenaing Trump Jr. is a strong signal that he declined a request to appear before the committee again.

**Go deeper:** The backstory to the subpoena



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**Bonus: Pics du jour**

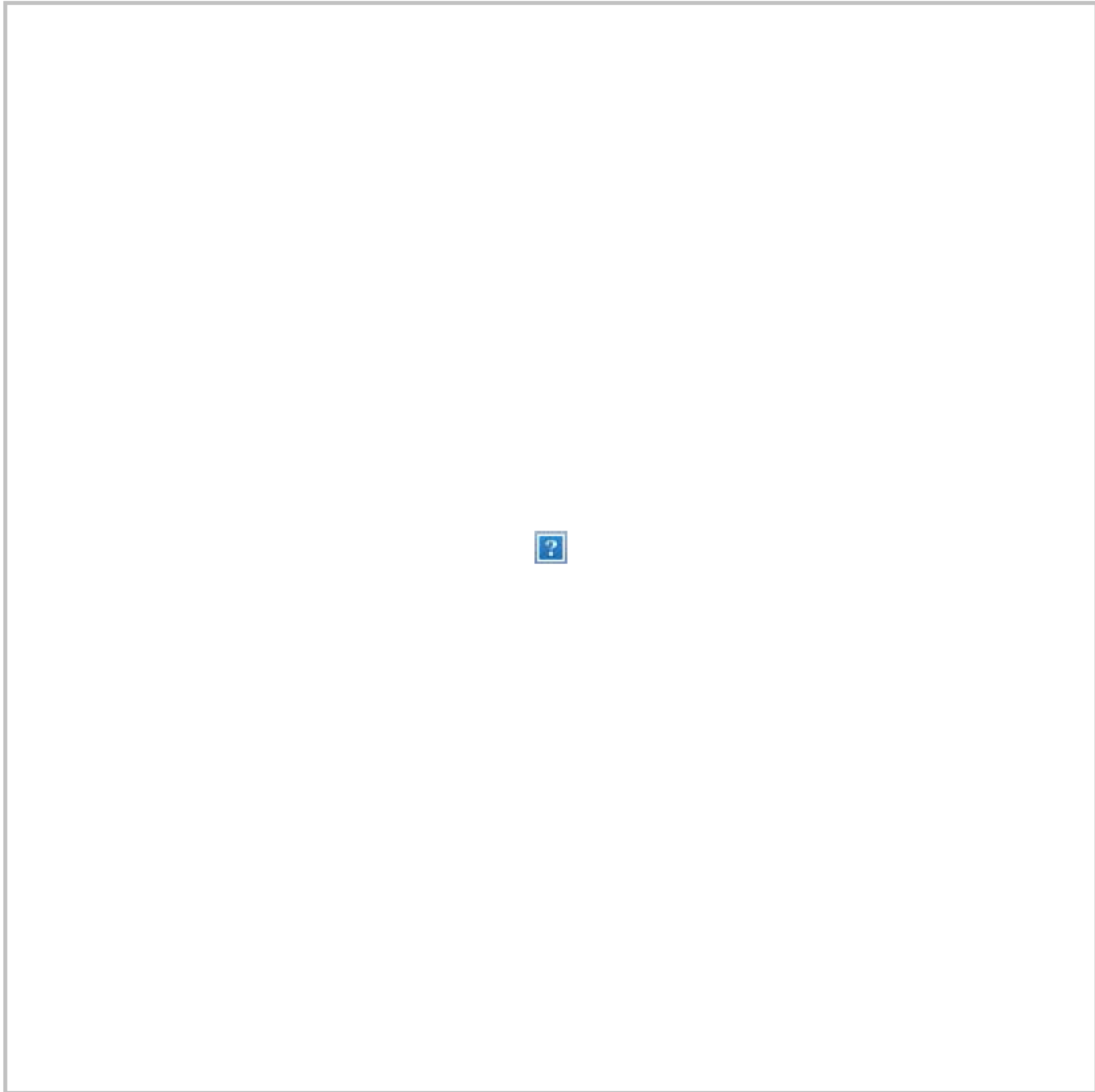


Photo: Dominic Lipinski/Pool via AP

Meghan Markle and her husband, Prince Harry, with their new baby boy,  
Archie Harrison Mountbatten-Windsor.

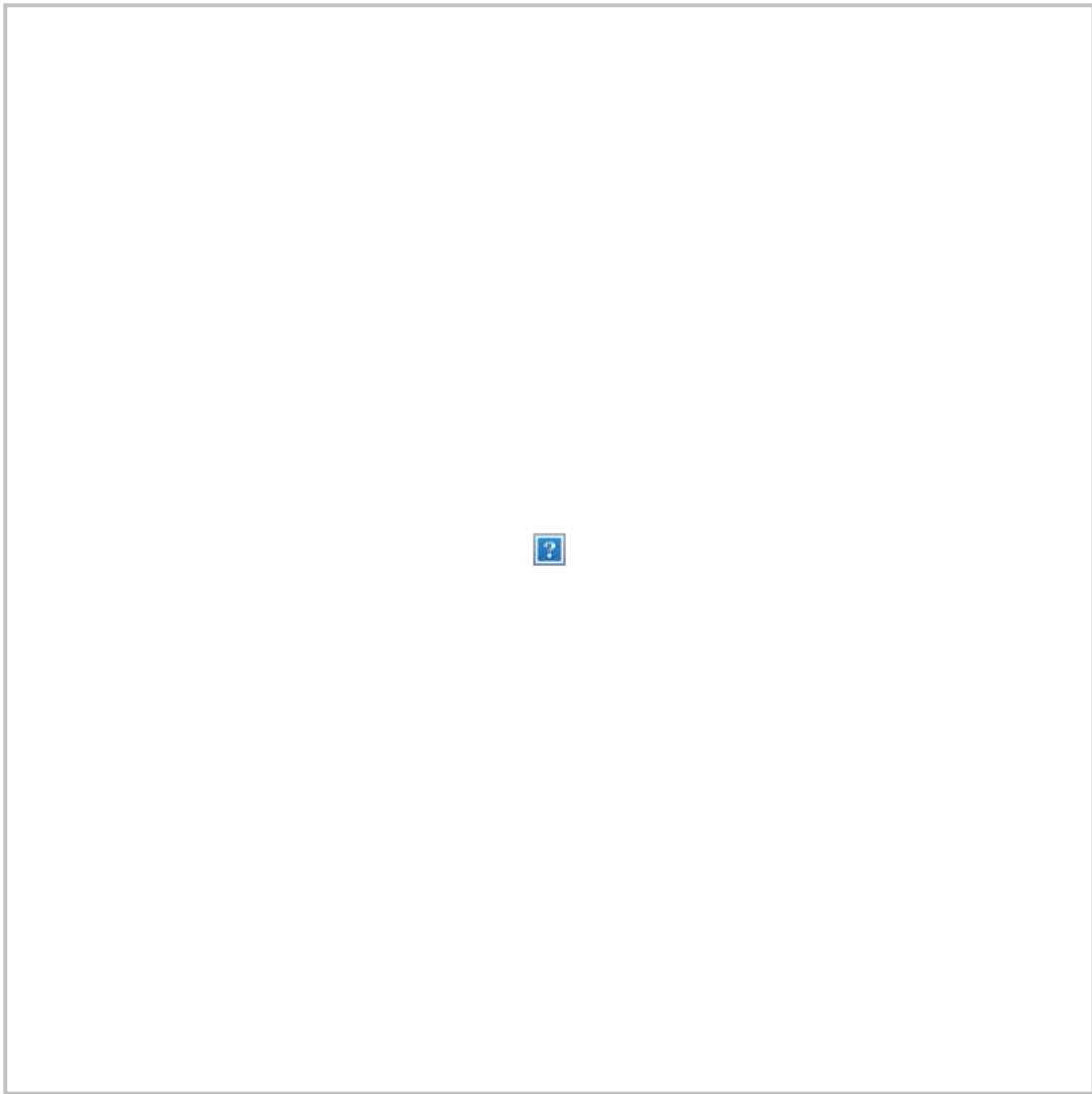


Photo: Dominic Lipinski/Pool via AP

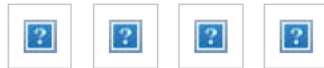


---

## 2. What you missed

1. **The deceased victim of the STEM School shooting** is 18-year-old Kendrick Ray Castillo, who reportedly died protecting others. Police took a "juvenile female" and an 18-year-old man into custody after 1 student died and 8 others were injured. [Go deeper.](#)

2. **GM confirmed it is in discussions to sell its** Lordstown, Ohio, plant to electric vehicle maker Workhorse and a newly formed corporate entity, confirming an earlier pair of tweets by President Trump. [Go deeper.](#)
3. **Elizabeth Warren's newest campaign proposal:** \$100 billion over the next decade to fight the opioid crisis. [Details.](#)
4. **A Chinese developer of facial recognition technology** raised \$750 million, just days after Human Rights Watch [reported](#) that its tech is being used by the Chinese government in a highly subjective data collection process that has helped result in the detention of over 1 million Uighur Muslims. [Details.](#)
5. **1 thing:** Uber and Lyft drivers launched a multi-city strike today, protesting what they say is inadequate pay and poor working conditions. Axios' Dan Primack talks to a striking driver about why she turned off her app, what she thinks about Uber's upcoming IPO and what comes next. [Listen here.](#)



---

3. 1 fun thing: "Wow!"



The Handel & Haydn Society performs its rendition of Mozart's "Masonic Funeral" at Symphony Hall in Boston. Photo: Chris Petre-Baumer/Handel & Haydn Society via AP

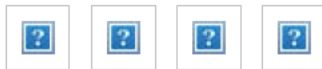
"America's oldest performing arts group is looking for a child who was literally wowed by a recent classical music concert," the AP [reports](#).

- **"The Handel & Haydn Society** had just finished its rendition of Mozart's 'Masonic Funeral' at Boston's Symphony Hall on Sunday when a youngster blurted out loudly: 'WOW!'"
- **"The crowd can be heard bursting** first into laughter and then

rousing applause for the child."

- **"Now the organization founded in 1815 has mounted** a search for the kid it's calling the 'Wow Child' – not to reprimand him or her, but to offer a chance to meet the conductor and hear the orchestra again as a guest of honor."

*Hear the "wow" here.*



---

A MESSAGE FROM GOLDMAN SACHS 10,000 SMALL BUSINESSES

Meet *10,000 Small Businesses* graduate Jason

Digital marketing was key to growing Jason's martial arts studio. After graduating the program, he revamped his website and social media strategy. [Learn how he continues to #MakeSmallBig in NOLA.](#)

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Follow Axios on social media:





**From:** [Lucin, Cristina \(POL\)](#)  
**To:** [Boyle, Christopher \(DOT\)](#)  
**Subject:** Draft 2  
**Date:** Wednesday, May 08, 2019 4:10:14 PM  
**Attachments:** [Search Warrant Draft 2.docx](#)

---

Respectfully,

Trooper Cristina J. Lucin  
Massachusetts State Police  
Fraud Identification Unit  
10 Park Plaza 2<sup>nd</sup> floor  
Boston, MA 02116  
Office: (857) 368-9500  
Cell: (617) 356-6615  
Fax: (857) 368-0649

*CONFIDENTIALITY NOTICE: The information contained in this email and any attachment is privileged and confidential law enforcement information. If you are not the intended recipient, you are hereby notified that any disclosure, dissemination, or copying of this communication is strictly prohibited. If you have received this message in error, please delete this email immediately.*

**From:** [Massachusetts State Police Case Management System](#)  
**To:** [Boyle, Christopher \(POL\)](#)  
**Subject:** ACISS Alert: ASSISTANCE RENDERED Report awaiting approval!  
**Date:** Wednesday, May 08, 2019 3:43:24 PM  
**Attachments:** [CaseReport\\_2019-134-61\\_2.pdf](#)

---

From: ACISS (MSP)  
Report 2019-134-61/2 (ASSISTANCE RENDERED) was just sent for your approval.

**From:** [Massachusetts State Police Case Management System](#)  
**To:** [Boyle, Christopher \(POL\)](#)  
**Subject:** ACISS Alert: New Report Added to Case 2019-134-61  
**Date:** Wednesday, May 08, 2019 3:43:16 PM  
**Attachments:** [CaseReport\\_2019-134-61\\_2.pdf](#)

---

From: ACISS (MSP)  
Report 2019-134-61/2 (ASSISTANCE RENDERED) was added to your case by Malhotra, Danish (Fraud Identification Unit / MSP).

**From:** [Boyle, Christopher \(DOT\)](#)  
**To:** [Lucin, Cristina \(POL\)](#)  
**Subject:** RE: draft SW  
**Date:** Wednesday, May 08, 2019 3:31:00 PM  
**Attachments:** [Search Warrant Draft 1 Edited v1.docx](#)

---

**From:** Lucin, Cristina (POL)  
**Sent:** Wednesday, May 8, 2019 1:51 PM  
**To:** Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>  
**Subject:** draft SW

Respectfully,

[REDACTED]

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**From:** [Commonwealth Fusion Center \(POL\)](#)  
**To:** [Boyle, Christopher \(DOT\)](#)  
**Subject:** RE: facial recognition  
**Date:** Wednesday, May 08, 2019 2:59:48 PM

---

Thank you!

[REDACTED]

---

**From:** Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>  
**Sent:** Wednesday, May 8, 2019 2:59 PM  
**To:** Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>  
**Subject:** RE: facial recognition

[REDACTED]

[REDACTED]

Thanks,

[REDACTED]

---

**From:** Commonwealth Fusion Center (POL)  
**Sent:** Wednesday, May 8, 2019 2:57 PM  
**To:** Boyle, Christopher (POL) <[Christopher.Boyle@pol.state.ma.us](#)>  
**Subject:** FW: facial recognition

[REDACTED]

[REDACTED]

---

**From:** Commonwealth Fusion Center (POL) <[fusion@pol.State.MA.US](#)>  
**Sent:** Wednesday, May 8, 2019 2:37 PM  
**To:** [REDACTED] <[@pol.state.ma.us](#)>

**Subject:** FW: facial recognition

---

**From:** Boyle, Christopher (DOT) <[Christopher.P.Boyle@dot.state.ma.us](mailto:Christopher.P.Boyle@dot.state.ma.us)>

**Sent:** Wednesday, May 8, 2019 2:35 PM

**To:** Commonwealth Fusion Center (POL) <[fusion@pol.State.MA.US](mailto:fusion@pol.State.MA.US)>; [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]; Boyle, Christopher (POL)

<[Christopher.Boyle@pol.state.ma.us](mailto:Christopher.Boyle@pol.state.ma.us)>

**Subject:** RE: facial recognition

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Respectfully,

[REDACTED]

---

**From:** Commonwealth Fusion Center (POL)

**Sent:** Monday, May 6, 2019 4:04 PM

**To:** [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] Boyle,

Christopher (POL) <[Christopher.Boyle@pol.state.ma.us](mailto:Christopher.Boyle@pol.state.ma.us)>

**Subject:** FW: facial recognition

[Redacted]

[Redacted]

---

**From:** [Redacted] <[\[Redacted\]@flhsmv.gov](mailto:[Redacted]@flhsmv.gov)>  
**Sent:** Monday, May 6, 2019 2:58 PM  
**To:** Commonwealth Fusion Center (POL) <[fusion@pol.State.MA.US](mailto:fusion@pol.State.MA.US)>  
**Subject:** facial recognition

[Redacted]  
[Redacted]  
[Redacted] Your help in this matter is greatly appreciated.

[Redacted]

---

This email originated from a Florida Department of Highway Safety and Motor Vehicles email address.  
Always use caution when clicking links or opening attachments unless you recognize the sender and know the content is safe.  
Please Note: Florida has very broad public records laws. Unless a statutory exemption applies, emails are subject to public disclosure.  
This email has been scanned by the Symantec Email Security.cloud service.

---

**From:** [Boyle, Christopher \(DOT\)](#)  
**To:** [Commonwealth Fusion Center \(POL\)](#)  
**Subject:** RE: facial recognition  
**Date:** Wednesday, May 08, 2019 2:59:00 PM

---

[REDACTED]

The FLHP just called here on their own. I'm having one of my troopers explain it to them.

Thanks,

Chris

---

**From:** Commonwealth Fusion Center (POL)  
**Sent:** Wednesday, May 8, 2019 2:57 PM  
**To:** Boyle, Christopher (POL) <[Christopher.Boyle@pol.state.ma.us](mailto:Christopher.Boyle@pol.state.ma.us)>  
**Subject:** FW: facial recognition

[REDACTED]

[REDACTED]

---

**From:** Commonwealth Fusion Center (POL) <[fusion@pol.State.MA.US](mailto:fusion@pol.State.MA.US)>  
**Sent:** Wednesday, May 8, 2019 2:37 PM  
**To:** [REDACTED] <[\[REDACTED\]@pol.state.ma.us](mailto:[REDACTED]@pol.state.ma.us)>  
**Subject:** FW: facial recognition

---

**From:** Boyle, Christopher (DOT) <[Christopher.P.Boyle@dot.state.ma.us](mailto:Christopher.P.Boyle@dot.state.ma.us)>  
**Sent:** Wednesday, May 8, 2019 2:35 PM  
**To:** Commonwealth Fusion Center (POL) <[fusion@pol.State.MA.US](mailto:fusion@pol.State.MA.US)>; [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED] Boyle, Christopher (POL)

<[Christopher.Boyle@pol.state.ma.us](mailto:Christopher.Boyle@pol.state.ma.us)>

**Subject:** RE: facial recognition



[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Respectfully,

[Redacted]

---

**From:** Commonwealth Fusion Center (POL)

**Sent:** Monday, May 6, 2019 4:04 PM

**To:** [Redacted]

[Redacted]

[Redacted]

[Redacted] Boyle,

Christopher (POL) <[Christopher.Boyle@pol.state.ma.us](mailto:Christopher.Boyle@pol.state.ma.us)>

**Subject:** FW: facial recognition

[Redacted]

[Redacted]

---

**From:** [Redacted] <[\[Redacted\]@flhsmv.gov](mailto:[Redacted]@flhsmv.gov)>

**Sent:** Monday, May 6, 2019 2:58 PM

**To:** Commonwealth Fusion Center (POL) <[fusion@pol.State.MA.US](mailto:fusion@pol.State.MA.US)>

**Subject:** facial recognition

[Redacted]

[Redacted]

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This email has been scanned by the Symantec Email Security.cloud service.

---

**From:** [Commonwealth Fusion Center \(POL\)](#)  
**To:** [Boyle, Christopher \(POL\)](#)  
**Subject:** FW: facial recognition  
**Date:** Wednesday, May 08, 2019 2:57:15 PM

---

[Redacted]

[Redacted]

---

**From:** Commonwealth Fusion Center (POL) <[fusion@pol.State.MA.US](mailto:fusion@pol.State.MA.US)>  
**Sent:** Wednesday, May 8, 2019 2:37 PM  
**To:** [Redacted] <[\[Redacted\]@pol.state.ma.us](mailto:[Redacted]@pol.state.ma.us)>  
**Subject:** FW: facial recognition

---

**From:** Boyle, Christopher (DOT) <[Christopher.P.Boyle@dot.state.ma.us](mailto:Christopher.P.Boyle@dot.state.ma.us)>  
**Sent:** Wednesday, May 8, 2019 2:35 PM  
**To:** [Redacted]  
[Redacted]  
[Redacted]  
[Redacted] Boyle, Christopher (POL)  
<[Christopher.Boyle@pol.state.ma.us](mailto:Christopher.Boyle@pol.state.ma.us)>  
**Subject:** RE: facial recognition

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Respectfully,

[Redacted]

---

**From:** Commonwealth Fusion Center (POL)  
**Sent:** Monday, May 6, 2019 4:04 PM  
**To:** [Redacted]  
[Redacted]  
[Redacted]  
[Redacted] Boyle,  
Christopher (POL) <[Christopher.Boyle@pol.state.ma.us](mailto:Christopher.Boyle@pol.state.ma.us)>  
**Subject:** FW: facial recognition

[Redacted]

[Redacted]

---

**From:** [Redacted] <[\[Redacted\]@flhsmv.gov](mailto:[Redacted]@flhsmv.gov)>  
**Sent:** Monday, May 6, 2019 2:58 PM  
**To:** Commonwealth Fusion Center (POL) <[fusion@pol.State.MA.US](mailto:fusion@pol.State.MA.US)>  
**Subject:** facial recognition

[Redacted]

[Redacted]

[REDACTED]

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This email has been scanned by the Symantec Email Security.cloud service.

---

**From:** [Boyle, Christopher \(DOT\)](#)  
**To:** [Commonwealth Fusion Center \(POL\)](#); [REDACTED]  
**Subject:** RE: facial recognition  
**Date:** Wednesday, May 08, 2019 2:35:21 PM

---

[REDACTED]

[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]

Respectfully,

[REDACTED]

---

**From:** Commonwealth Fusion Center (POL)  
**Sent:** Monday, May 6, 2019 4:04 PM

**To:** [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

**Subject:** FW: facial recognition

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

[Redacted]

---

**From:** [Redacted] <[\[Redacted\]@flhsmv.gov](mailto:[Redacted]@flhsmv.gov)>  
**Sent:** Monday, May 6, 2019 2:58 PM  
**To:** Commonwealth Fusion Center (POL) <[fusion@pol.State.MA.US](mailto:fusion@pol.State.MA.US)>  
**Subject:** facial recognition

[Redacted]

[Redacted]

---

This email originated from a Florida Department of Highway Safety and Motor Vehicles email address.  
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Please Note: Florida has very broad public records laws. Unless a statutory exemption applies, emails are subject to public disclosure.  
This email has been scanned by the Symantec Email Security.cloud service.

---

**From:** [REDACTED]  
**To:** [Boyle, Christopher \(DOT\)](#)  
**Subject:** FW: HALLIMAN Brothers True IDs?  
**Date:** Wednesday, May 08, 2019 2:23:48 PM  
**Attachments:** [REDACTED].png

---

[REDACTED]

Respectfully Submitted,

[REDACTED]

---

**From:** [REDACTED]@ice.dhs.gov]  
**Sent:** Wednesday, May 8, 2019 2:09 PM  
**To:** [REDACTED]  
**Subject:** RE: [REDACTED]

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Wednesday, May 08, 2019 1:51 PM  
**To:** [REDACTED]@ice.dhs.gov>  
**Subject:** RE: [REDACTED]

Hey [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] If not no worries. This is really good work, thank you so much and thank you for the quick response. You're the best.



Respectfully Submitted,

[Redacted signature block]

---

**From:** [Redacted] [.Dill@ice.dhs.gov](mailto:[Redacted].Dill@ice.dhs.gov)  
**Sent:** Wednesday, May 8, 2019 1:08 PM  
**To:** [Redacted]  
**Subject:** RE: [Redacted]

Hi [Redacted]

[Redacted paragraph]

[Redacted paragraph]

[Redacted paragraph]

Thanks,

[Redacted]

---

**From:** [Redacted] [@state.ma.us](mailto:[Redacted]@state.ma.us)>  
**Sent:** Tuesday, May 07, 2019 3:17 PM  
**To:** [Redacted] [@ice.dhs.gov](mailto:[Redacted]@ice.dhs.gov)>  
**Subject:** RE: [Redacted]

[REDACTED]

Respectfully Submitted,

[REDACTED]

---

**From:** [REDACTED] [\[REDACTED\]@ice.dhs.gov](mailto:[REDACTED]@ice.dhs.gov)  
**Sent:** Tuesday, May 7, 2019 3:13 PM  
**To:** [REDACTED]  
**Subject:** RE: [REDACTED]

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Tuesday, May 07, 2019 3:04 PM  
**To:** [REDACTED] [@ice.dhs.gov](mailto:[REDACTED]@ice.dhs.gov)>  
**Subject:** [REDACTED]  
**Importance:** High

Good Afternoon [REDACTED]

[REDACTED]

**SUSPECT#1:**

[REDACTED]

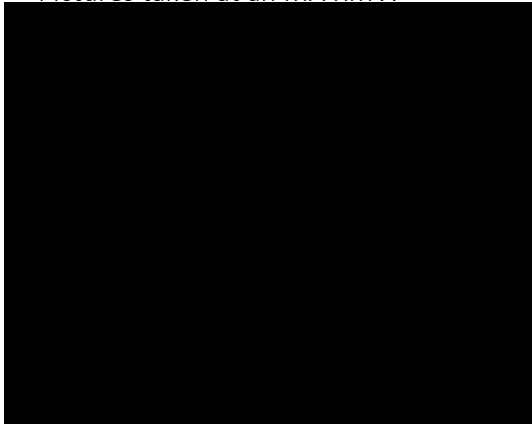
1. [REDACTED]  
DOB – [REDACTED]  
SS# [REDACTED]

MA LIC# S [REDACTED]  
LKA – [REDACTED], MA 01610

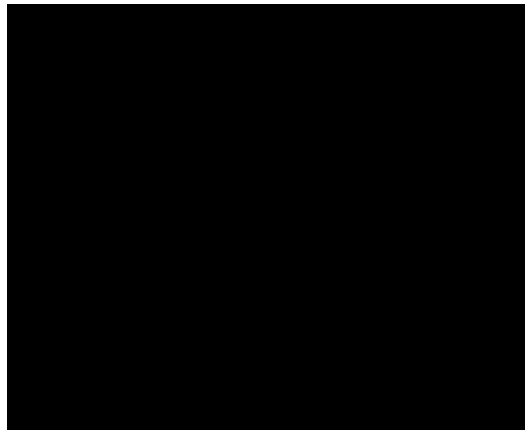
2. [REDACTED]  
DOB – [REDACTED]  
SS# [REDACTED]  
MA LIC# S [REDACTED]  
LKA – [REDACTED], MA 01607

\*\*\*\*\*This license was opened in 28-November-2017 by converting over a PA License, LIC# [REDACTED] \*\*\*\*\*

Pictures taken at an MA RMV:



09-JULY-2003



23-FEBRUARY-2006

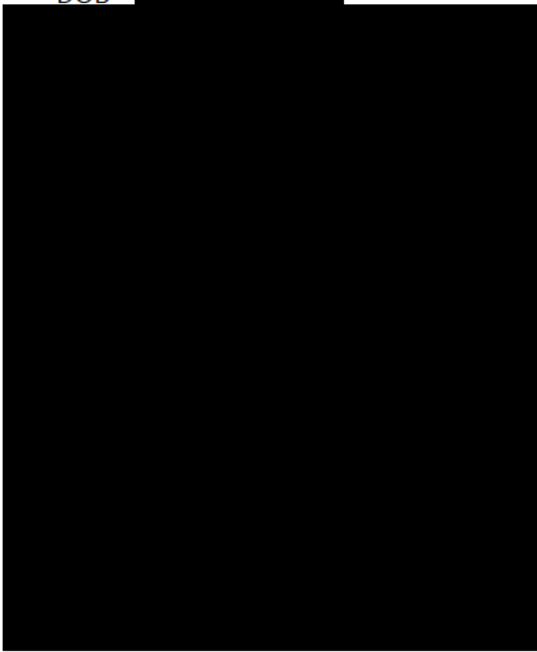


28-NOVEMBER-2017



Name- [redacted]

DOB - [redacted]



**SUSPECT#2:**



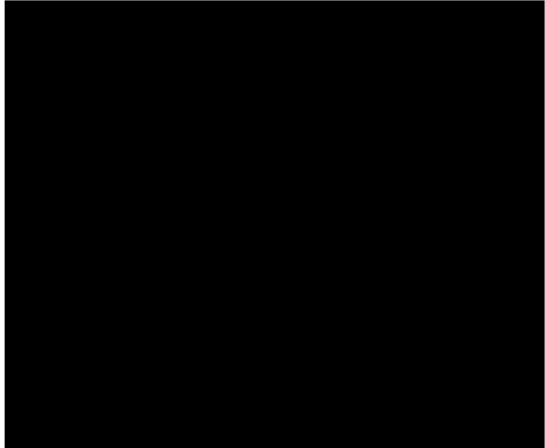
1. [redacted]

DOB - [redacted]

SS# [REDACTED]  
MA LIC# S [REDACTED]  
LKA - [REDACTED], MA 01610

\*\*\*\*\* [REDACTED] \*\*\*\*\*

Pictures taken at an MA RMV:



17-FEBRUARY-2004

Any info would be greatly appreciated, as he has to get back to them asap. Very sorry for the last minute ask and rush.

Respectfully Submitted,

[REDACTED]

**From:** [REDACTED]  
**Subject:** RE: [REDACTED]?  
**Date:** Wednesday, May 08, 2019 2:16:00 PM

---

That's perfect actually. Thank you.

Respectfully Submitted,

[REDACTED]

---

**From:** [REDACTED]@ice.dhs.gov]  
**Sent:** Wednesday, May 8, 2019 2:09 PM  
**To:** [REDACTED]  
**Subject:** RE: [REDACTED]

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Wednesday, May 08, 2019 1:51 PM  
**To:** [REDACTED]@ice.dhs.gov>  
**Subject:** RE: [REDACTED]

Hey [REDACTED]

[REDACTED]

[REDACTED]

Respectfully Submitted,

[Redacted signature block]

---

**From:** [Redacted] [\[Redacted\]@ice.dhs.gov](mailto:[Redacted]@ice.dhs.gov)  
**Sent:** Wednesday, May 8, 2019 1:08 PM  
**To:** [Redacted]  
**Subject:** RE: [Redacted]

Hi [Redacted]

[Redacted paragraph]

[Redacted paragraph]

[Redacted paragraph]

Thanks,

[Redacted]

---

**From:** [Redacted] [\[Redacted\]@state.ma.us](mailto:[Redacted]@state.ma.us)>  
**Sent:** Tuesday, May 07, 2019 3:17 PM  
**To:** [Redacted] [\[Redacted\]@ice.dhs.gov](mailto:[Redacted]@ice.dhs.gov)>  
**Subject:** RE: [Redacted]

[REDACTED]

Respectfully Submitted,

[REDACTED]

---

**From:** [REDACTED] [\[REDACTED\]@ice.dhs.gov](mailto:[REDACTED]@ice.dhs.gov)  
**Sent:** Tuesday, May 7, 2019 3:13 PM  
**To:** [REDACTED]  
**Subject:** RE: [REDACTED]

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Tuesday, May 07, 2019 3:04 PM  
**To:** [REDACTED] [\[REDACTED\]@ice.dhs.gov](mailto:[REDACTED]@ice.dhs.gov)>  
**Subject:** [REDACTED]  
**Importance:** High

Good Afternoon [REDACTED]

[REDACTED]

**SUSPECT#1:**

[REDACTED]

- 1 [REDACTED]  
DOB - [REDACTED]  
SS# [REDACTED]



MA LIC# S [REDACTED]  
LKA – [REDACTED], MA 01610

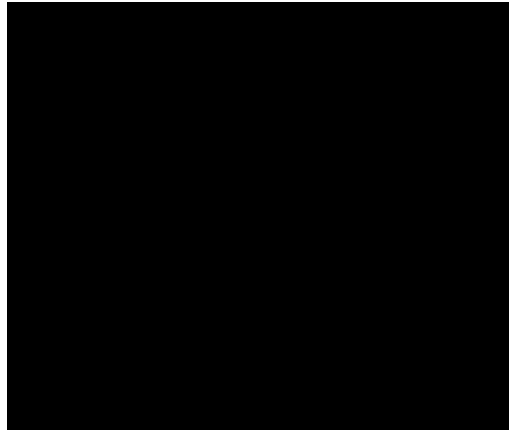
2. [REDACTED]  
DOB – [REDACTED]  
SS# [REDACTED]  
MA LIC# S [REDACTED]  
LKA – [REDACTED], MA 01607

\*\*\*\*\*This license was opened in 28-November-2017 by converting over a PA License, LIC# [REDACTED].\*\*\*\*\*

Pictures taken at an MA RMV:



09-JULY-2003



23-FEBRUARY-2006



28-NOVEMBER-2017

[REDACTED]

Name- [REDACTED]

DOB - [REDACTED]



**SUSPECT#2:**

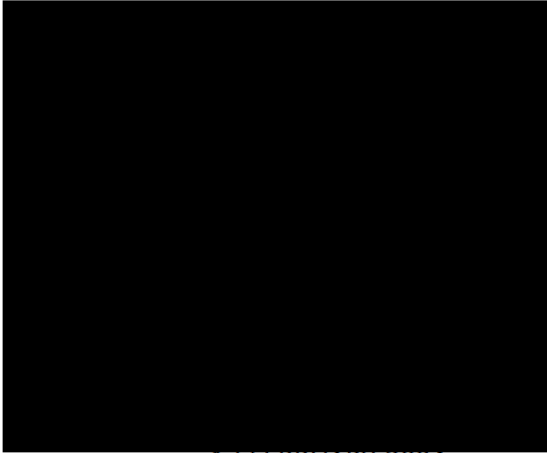
[REDACTED]

1 [REDACTED]

DOB - [REDACTED]

SS# [REDACTED]  
MA LIC# S [REDACTED]  
LKA - [REDACTED], MA 01610

Pictures taken at an MA RMV:



17-FEBRUARY-2004

Any info would be greatly appreciated, as he has to get back to them asap. Very sorry for the last minute ask and rush.

Respectfully Submitted,

[REDACTED]

**From:** [REDACTED]  
**Subject:** RE: [REDACTED]  
**Date:** Wednesday, May 08, 2019 2:09:38 PM  
**Attachments:** [REDACTED].png

---

[REDACTED]

---

**From:** [REDACTED]@state.ma.us>  
**Sent:** Wednesday, May 08, 2019 1:51 PM  
**To:** [REDACTED]@ice.dhs.gov>  
**Subject:** RE: [REDACTED]

Hey [REDACTED]

[REDACTED]

[REDACTED]

Respectfully Submitted,

[REDACTED]

---

**From:** [REDACTED].Dill@ice.dhs.gov]  
**Sent:** Wednesday, May 8, 2019 1:08 PM  
**To:** [REDACTED]  
**Subject:** RE: [REDACTED]

Hi [REDACTED]

[Redacted]

[Redacted]

[Redacted]

Thanks,  
[Redacted]

---

**From:** [Redacted] <[\[Redacted\]@state.ma.us](mailto:[Redacted]@state.ma.us)>  
**Sent:** Tuesday, May 07, 2019 3:17 PM  
**To:** [Redacted] <[\[Redacted\]@ice.dhs.gov](mailto:[Redacted]@ice.dhs.gov)>  
**Subject:** RE: [Redacted]

[Redacted]

Respectfully Submitted,

[Redacted]

---

**From:** [Redacted] <[\[Redacted\]@ice.dhs.gov](mailto:[Redacted]@ice.dhs.gov)>  
**Sent:** Tuesday, May 7, 2019 3:13 PM

To: [REDACTED] (DOT)  
Subject: RE: [REDACTED]

[REDACTED]

---

From: [REDACTED]  
Sent: Tuesday, May 07, 2019 3:04 PM  
To: [REDACTED] <[\[REDACTED\]@ice.dhs.gov](mailto:[REDACTED]@ice.dhs.gov)>  
Subject: [REDACTED]  
Importance: High

Good Afternoon [REDACTED]

[REDACTED]

**SUSPECT#1:**

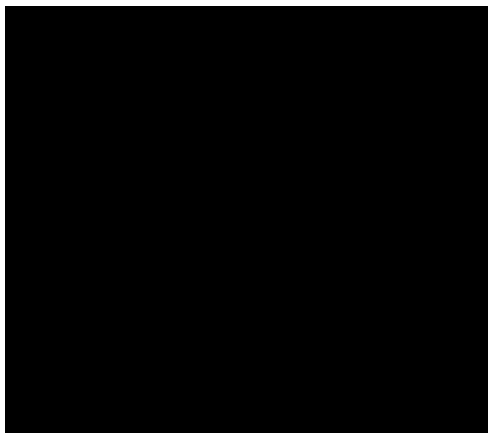
[REDACTED]

1. [REDACTED]  
DOB – [REDACTED]  
SS# [REDACTED]  
MA LIC# S [REDACTED]  
LKA – [REDACTED], MA 01610

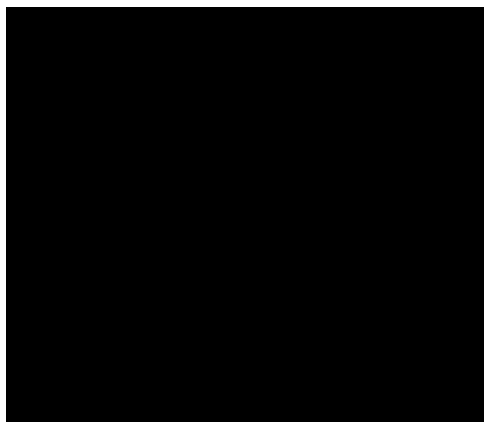
2. [REDACTED]  
DOB – [REDACTED]  
SS# [REDACTED]  
MA LIC# S [REDACTED]  
LKA – [REDACTED], MA 01607

\*\*\*\*\*This license was opened in 28-November-2017 by converting over a PA License, LIC# [REDACTED] \*\*\*\*\*

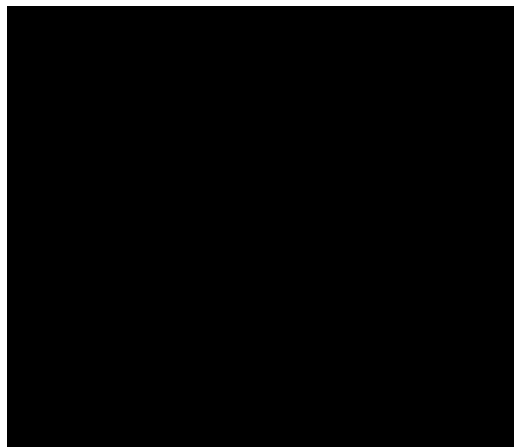
Pictures taken at an MA RMV:



09-JULY-2003



23-FEBRUARY-2006

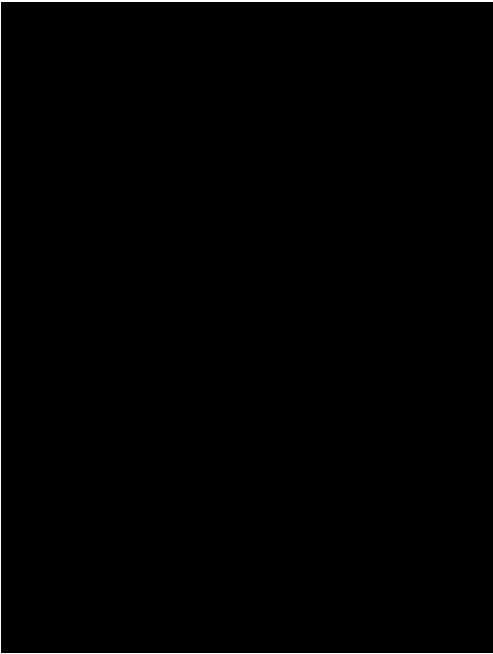


28-NOVEMBER-2017



Name- [REDACTED]

DOB - [REDACTED]



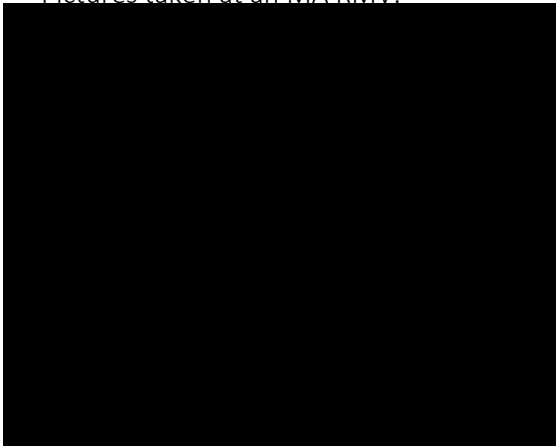
**SUSPECT#2:**

[REDACTED] :

1. [REDACTED]  
DOB - [REDACTED]  
SS# [REDACTED]  
MA LIC# S [REDACTED]  
LKA - [REDACTED], MA 01610

\*\*\*\*\* [REDACTED] \*\*\*\*\*  
[REDACTED]

Pictures taken at an MA RMV;





Any info would be greatly appreciated, as he has to get back to them asap. Very sorry for the last minute ask and rush.

Respectfully Submitted,

A large black rectangular redaction covers the signature and name of the sender. The redaction is composed of several overlapping black boxes of varying sizes, completely obscuring any text that might have been present.

**From:** [REDACTED]  
**Subject:** RE: [REDACTED]  
**Date:** Wednesday, May 08, 2019 1:51:00 PM

---

Hey [REDACTED]

[REDACTED]

[REDACTED]

Respectfully Submitted,

[REDACTED]

---

**From:** [REDACTED]@ice.dhs.gov  
**Sent:** Wednesday, May 8, 2019 1:08 PM  
**To:** [REDACTED]  
**Subject:** RE: [REDACTED]

Hi [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Thanks,

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Tuesday, May 07, 2019 3:17 PM  
**To:** [REDACTED]@ice.dhs.gov>  
**Subject:** RE: [REDACTED]

[REDACTED]

Respectfully Submitted,

***Tpr. Danny Malhotra #3642***

[REDACTED]

---

**From:** [REDACTED]@ice.dhs.gov]  
**Sent:** Tuesday, May 7, 2019 3:13 PM  
**To:** [REDACTED]  
**Subject:** RE: [REDACTED]?

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Tuesday, May 07, 2019 3:04 PM  
**To:** [REDACTED]@ice.dhs.gov>  
**Subject:** [REDACTED]  
**Importance:** High

Good Afternoon [REDACTED]

[REDACTED]

**SUSPECT#1:**

[REDACTED]

[REDACTED]

DOB - [REDACTED]

SS# [REDACTED]

MA LIC# S [REDACTED]

LKA - [REDACTED], MA 01610

2. [REDACTED]

DOB - [REDACTED]

SS# [REDACTED]

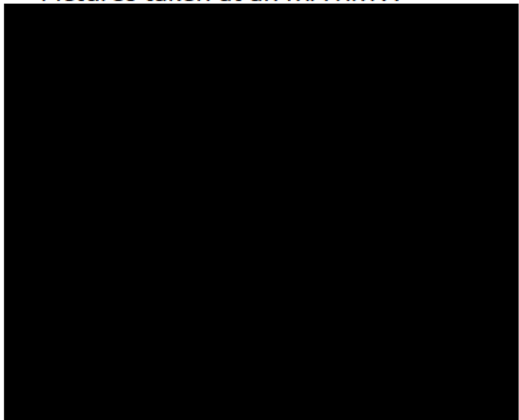
MA LIC# [REDACTED]

LKA - [REDACTED], MA 01607

\*\*\*\*\*This license was opened in 28-November-2017 by converting over a PA License, LIC#

[REDACTED] \*\*\*\*\*

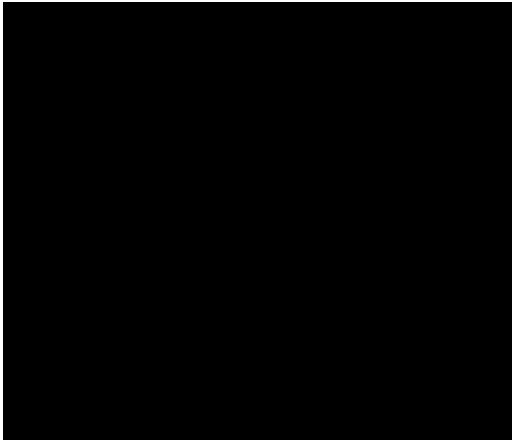
Pictures taken at an MA RMV:



09-JULY-2003



23-FEBRUARY-2006

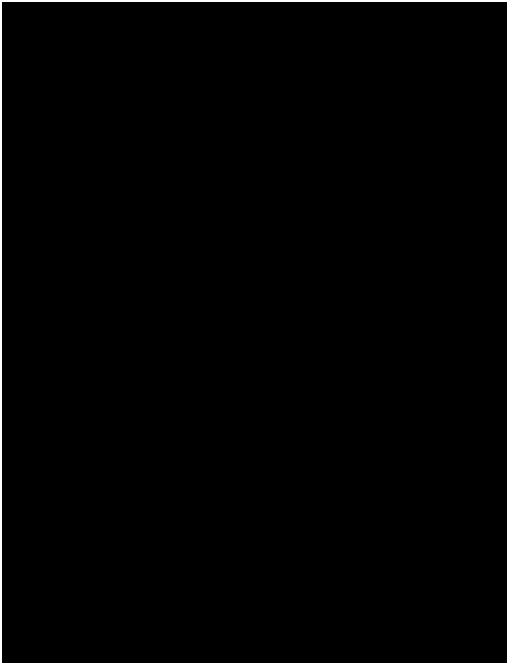


28-NOVEMBER-2017



Name- [REDACTED]

DOB - [REDACTED]



**SUSPECT#2:**

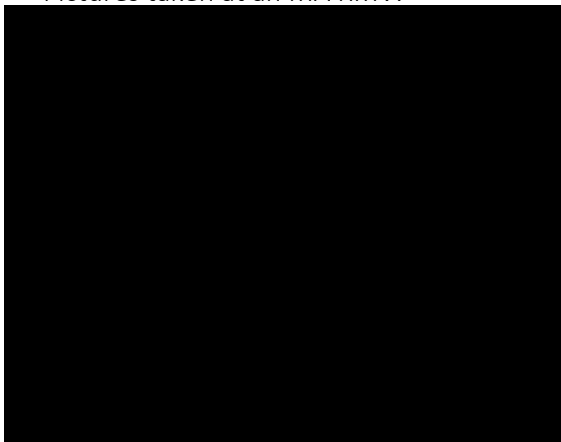
[REDACTED] :

1. [REDACTED]  
DOB - [REDACTED]  
SS# [REDACTED]  
MA LIC# S [REDACTED]  
LKA - [REDACTED], MA 01610

[REDACTED]

[REDACTED] \*\*\*\*\*

Pictures taken at an MA RMV:



17-FEBRUARY-2004

Any info would be greatly appreciated, as he has to get back to them asap. Very sorry for the last minute ask and rush.

Respectfully Submitted,

A large black rectangular redaction box covers the signature area. The redaction is composed of several overlapping horizontal bars of varying lengths, creating a jagged, stepped appearance on the right side. Two small white vertical bars are visible within the redacted area, possibly representing the letters 'I' and 'I' from a name like 'I. I. [Redacted]'.

I. I. [Redacted]

**From:** [REDACTED] (POL)  
**To:** [Boyle, Christopher \(DOT\)](#)  
**Subject:** draft SW  
**Date:** Wednesday, May 08, 2019 1:50:58 PM  
**Attachments:** [Search Warrant Draft 1.docx](#)

---

Respectfully,

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED] [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

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**From:** [REDACTED]  
**To:** [Boyle, Christopher \(DOT\)](#)  
**Subject:** FW [REDACTED]  
**Date:** Wednesday, May 08, 2019 1:38:21 PM  
**Attachments:** [US PPT](#) [REDACTED].pdf  
[Birth Cert.pdf](#)  
[Photo.PNG](#)

---

Respectfully Submitted,

[REDACTED]

---

**From:** [REDACTED]@ice.dhs.gov]  
**Sent:** Wednesday, May 8, 2019 1:08 PM  
**To:** [REDACTED]  
**Subject:** RE: [REDACTED]

Hi [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Thanks,

[Redacted]

---

**From:** [Redacted]  
**Sent:** Tuesday, May 07, 2019 3:17 PM  
**To:** [Redacted]@ice.dhs.gov>  
**Subject:** RE: [Redacted]

[Redacted]

Respectfully Submitted,

[Redacted]

---

**From:** [Redacted]@ice.dhs.gov]  
**Sent:** Tuesday, May 7, 2019 3:13 PM  
**To:** [Redacted]  
**Subject:** RE: [Redacted]?

[Redacted]

---

**From:** [Redacted]  
**Sent:** Tuesday, May 07, 2019 3:04 PM  
**To:** [Redacted]ice.dhs.gov>  
**Subject:** [Redacted]  
**Importance:** High

Good Afternoon [Redacted]

[Redacted]

[REDACTED]

**SUSPECT#1:**

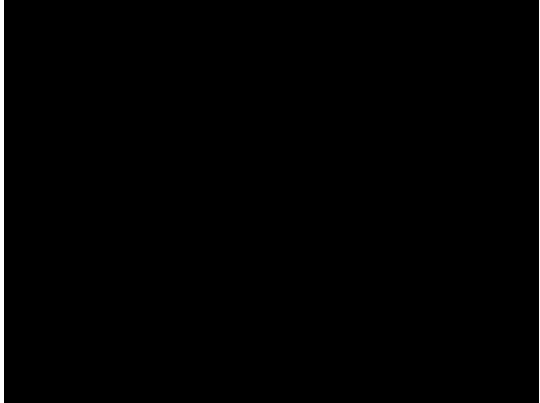
[REDACTED]

- 1. [REDACTED]  
DOB – [REDACTED]  
SS# [REDACTED]  
MA LIC# S [REDACTED]  
LKA – [REDACTED], MA 01610

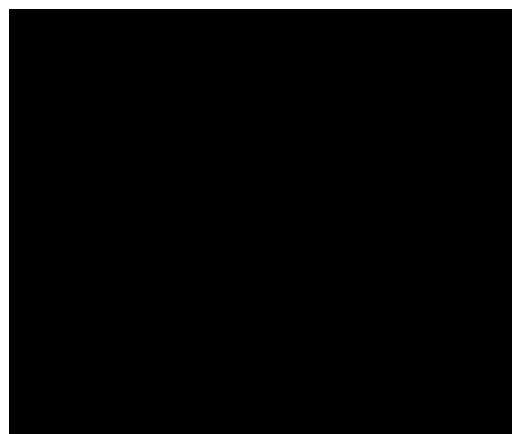
- 2. [REDACTED]  
DOB – [REDACTED]  
SS# [REDACTED]  
MA LIC# S [REDACTED]  
LKA – [REDACTED], MA 01607

\*\*\*\*\*This license was opened in 28-November-2017 by converting over a PA License, LIC# [REDACTED].\*\*\*\*\*

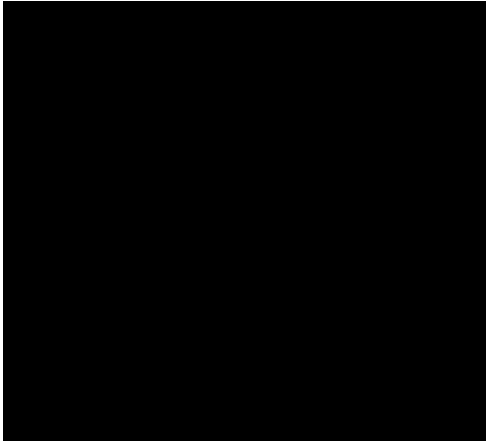
Pictures taken at an MA RMV:



09-JULY-2003



23-FEBRUARY-2006

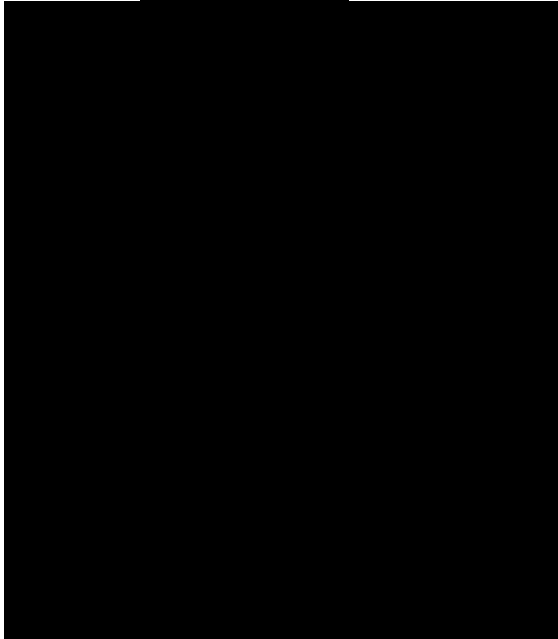


28-NOVEMBER-2017



Name-

DOB -



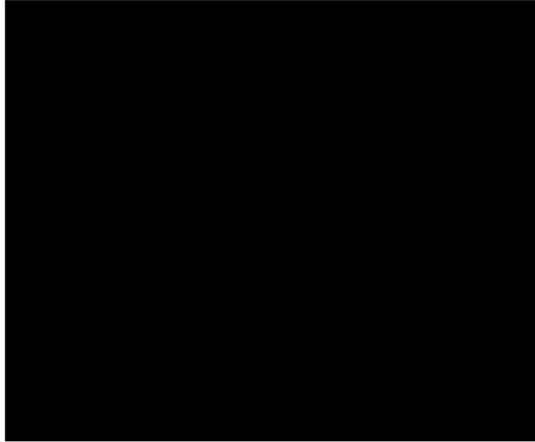
**SUSPECT#2:**



1. [REDACTED]  
DOB – [REDACTED]  
SS# [REDACTED]  
MA LIC# S [REDACTED]  
LKA – [REDACTED], MA 01610

\*\*\*\*\* [REDACTED] \*\*\*\*\*

Pictures taken at an MA RMV:



17-FEBRUARY-2004

Any info would be greatly appreciated, as he has to get back to them asap. Very sorry for the last minute ask and rush.

Respectfully Submitted,

[REDACTED]

**From:** [Durrigan, Dina \(DOT\)](#)  
**To:** [Mulcahy, Sheila \(DOT\)](#)  
**Subject:** Requisition Updates  
**Date:** Wednesday, May 08, 2019 1:23:00 PM  
**Attachments:** [Open Reqs Status 05.06.19.xlsx](#)  
[Open Reqs Status 04.29.19.xlsx](#)  
[Open Reqs Status 4.22.19.xlsx](#)

---

Hi Sheila,

I've been having one-on-ones with each staff member once a week to see where they are at with their requisitions. I've been tracking it on the report attached. This also ties into the Critical Hire Meeting which I'll explain better later.

Best,  
Dina

**Dina Durrigan**

**Massachusetts Department of Transportation**

Human Resources Business Partner  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8556 | Cell 617.620.3069



Questions about hiring? Visit <https://navigator.massdot.state.ma.us/>  
Check out MassDOT's annual performance at [www.massdottracker.com](http://www.massdottracker.com)



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**From:** [REDACTED]  
**Subject:** RE: [REDACTED]  
**Date:** Wednesday, May 08, 2019 1:08:33 PM  
**Attachments:** [US PPT \[REDACTED\].pdf](#)  
[\[REDACTED\] Birth Cert.pdf](#)  
[\[REDACTED\] Photo.PNG](#)

---

Hi [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Thanks,

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Tuesday, May 07, 2019 3:17 PM  
**To:** [REDACTED]@ice.dhs.gov>  
**Subject:** RE: [REDACTED]

[REDACTED]

Respectfully Submitted,

[REDACTED]

[Redacted]

**From:** [Redacted]@ice.dhs.gov]  
**Sent:** Tuesday, May 7, 2019 3:13 PM  
**To:** [Redacted]  
**Subject:** RE: [Redacted]

[Redacted]

**From:** [Redacted]  
**Sent:** Tuesday, May 07, 2019 3:04 PM  
**To:** [Redacted]@ice.dhs.gov>  
**Subject:** [Redacted]  
**Importance:** High

Good Afternoon [Redacted]

[Redacted]

**SUSPECT#1:**

[Redacted]

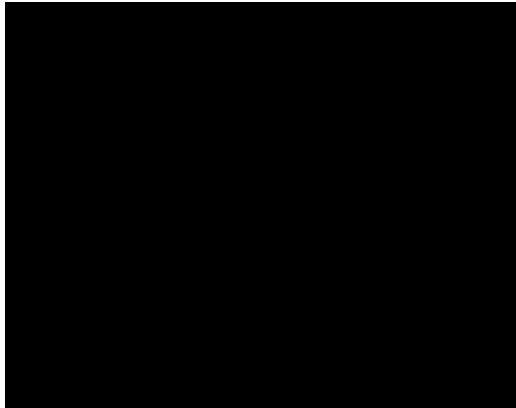
1. [Redacted]  
DOB – [Redacted]  
SS# [Redacted]  
MA LIC# S [Redacted]  
LKA – [Redacted], MA 01610

2. [Redacted]  
DOB – [Redacted]  
SS# [Redacted]  
MA LIC# S [Redacted]  
LKA – [Redacted] MA 01607

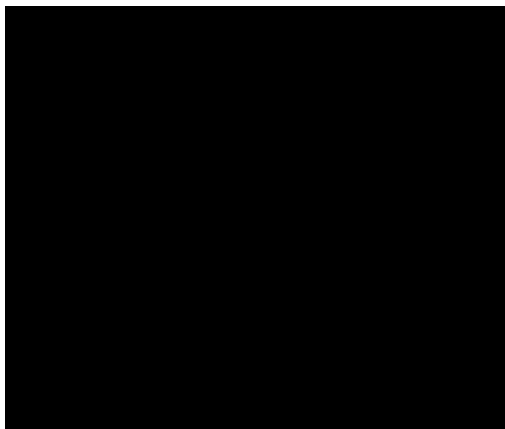
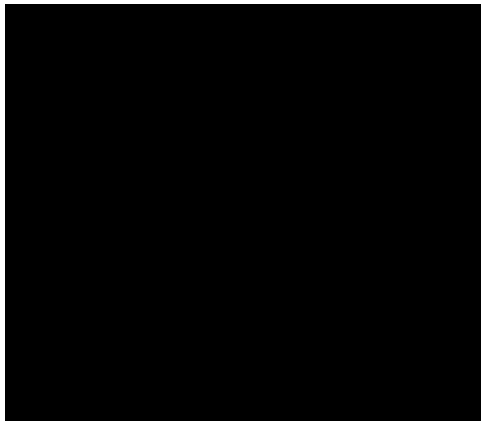
\*\*\*\*\*This license was opened in 28-November-2017 by converting over a PA License, LIC# [Redacted].\*\*\*\*\*



Pictures taken at an MA RMV:



09-JULY-2003

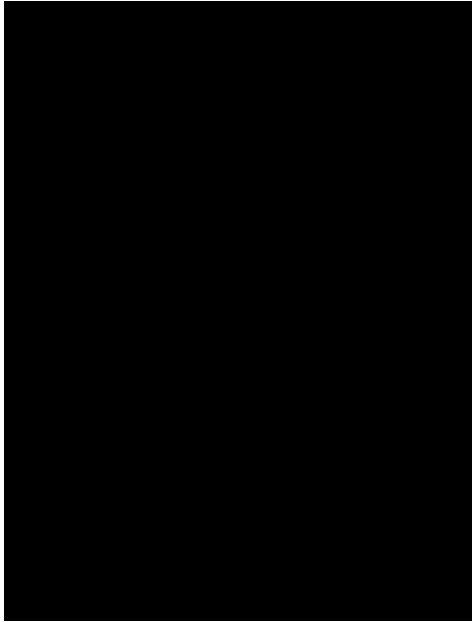


28-NOVEMBER-2017



Name- [REDACTED]

DOB - [REDACTED]



**SUSPECT#2:**

[REDACTED]

1. [REDACTED]

DOB - [REDACTED]

SS# [REDACTED]

MA LIC# S [REDACTED]

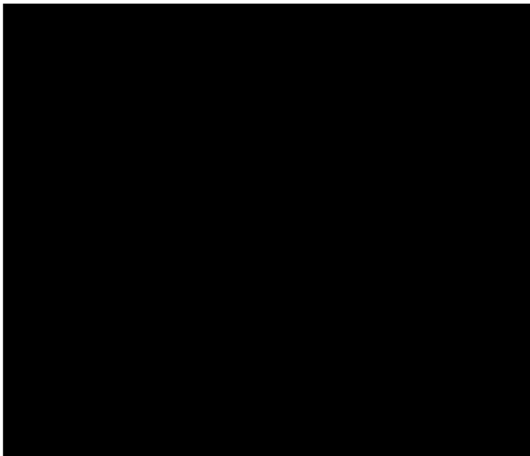
LKA - [REDACTED], MA 01610

[REDACTED]

[REDACTED]

.\*\*\*\*\*

Pictures taken at an MA RMV:



17-FEBRUARY-2004

Any info would be greatly appreciated, as he has to get back to them asap. Very sorry for the last minute ask and rush.

Respectfully Submitted,



**From:** [Falcon, Eric \(DOT\)](#)  
**To:** [Seth Housman; MSP-DL - Facial Rec ES](#)  
**Cc:** [Eric Krause; Monica Sheesley](#)  
**Subject:** RE: Facial Recognition Request - I192033425  
**Date:** Wednesday, May 08, 2019 11:05:15 AM

---

Hello Detective Houseman, FR did not find a possible match on subject in photo submitted.

Good luck with your investigation.

Kindly,

**Eric Falcon**  
**DOT-RMV/Enforcement Services**  
**Massachusetts State Police**  
**10 Park Plaza, 2<sup>nd</sup> Floor-Suite 2310**  
**Boston. Mass 02116**  
**Phone-857-368-8605**  
**Fax- 857-368-0645**

**From:** Seth Housman [mailto:Seth.Housman@pd.boston.gov]  
**Sent:** Wednesday, May 08, 2019 9:38 AM  
**To:** MSP-DL - Facial Rec ES; Falcon, Eric (DOT)  
**Cc:** Eric Krause; Monica Sheesley  
**Subject:** Facial Recognition Request - I192033425

Good morning,

Attached please find a facial recognition request relative to I192033425 (Home Invasion). Please let me know if additional information is needed.

Thank you,

Detective Seth Housman  
Boston Police Department, District E18  
1249 Hyde Park Avenue  
Hyde Park, MA 02136  
Office: 617-343-5607

**From:** [Chanthaboun, Sye \(DOT\)](#)  
**To:** [Tramonte, David \(Guidehouse\)](#)  
**Subject:** FW: Remaining ATLAS Interface Questionnaires  
**Date:** Wednesday, May 08, 2019 10:55:51 AM  
**Attachments:** [RMV Training ATLAS Interface Review- RMV Training Team.docx](#)

---

Here's the questionnaire for the RMV training team.

-----  
Sye Chanthaboun  
857-368-7722

---

**From:** Nelson, Jim (DOT)  
**Sent:** Wednesday, May 8, 2019 9:50 AM  
**To:** Chanthaboun, Sye (DOT) <[Sye.Chanthaboun@dot.state.ma.us](mailto:Sye.Chanthaboun@dot.state.ma.us)>  
**Cc:** Karl, Jean (DOT) <[Jean.Karl@dot.state.ma.us](mailto:Jean.Karl@dot.state.ma.us)>; Blumberg, Marty (DOT) <[Marty.Blumberg@dot.state.ma.us](mailto:Marty.Blumberg@dot.state.ma.us)>  
**Subject:** RE: Remaining ATLAS Interface Questionnaires

Hi Sye,

Thanks for reaching out to us regarding the work being performed to plan for a disaster recovery site.

And thanks for helping us review the interface inventory to determine impact to the training services the RMV Training Team delivers.

As we discussed this morning, it appears that the only interfaces that would impact our services are the MassDOT Payment Service and the Vantiv interfaces for credit card payments.

We've checked those off for on the attached document.

I'm cc'ing Jean Karl (newly arrived RMV Training Team Manager) and Marty Blumberg (RMV Training's Instructional Designer). If there is any need for follow-up, they would be the best contacts to reach out to.

Thanks again.

Jim

---

**From:** Chanthaboun, Sye (DOT)  
**Sent:** Wednesday, April 17, 2019 12:49 PM  
**To:** Nelson, Jim (DOT)  
**Subject:** FW: Remaining ATLAS Interface Questionnaires

Jim,

Can you fill out the attached questionnaire? The way to look at this is: To effectively perform training functions (Cross-Training/Continued Education or New Hire/Business Partner training), are the interfaces listed in the rows needed?

Let me know if you want to chat.

Thanks,

Sye

-----  
Sye Chanthaboun

857-368-7722

---

**From:** Tramonte, David (Guidehouse)

**Sent:** Tuesday, April 16, 2019 5:11 PM

**To:** Chanthaboun, Sye (DOT) <[Sye.Chanthaboun@dot.state.ma.us](mailto:Sye.Chanthaboun@dot.state.ma.us)>

**Cc:** Richard, Hunter (Guidehouse) <[Hunter.Richard@dot.state.ma.us](mailto:Hunter.Richard@dot.state.ma.us)>; Bandoian, Austin (DOT) <[Austin.Bandoian@dot.state.ma.us](mailto:Austin.Bandoian@dot.state.ma.us)>

**Subject:** Remaining ATLAS Interface Questionnaires

Hi Sye,

Thank you for recently filling out our ATLAS Interface questionnaire for AAA Offices and RMV Service Centers – you have been a massive help.

Unfortunately, we did not receive completed questionnaires from several departments, including:

- Enforcement Services
- OPMI
- RMV Security
- RMV Training

Gary and Matt suggested that we reach out to you to help complete the remaining questionnaires, which are already formatted for each of these departments. However, we hope to be respectful of your time, and want to confirm that completing these would not be too much of a burden on you. Please let us know whether you have the bandwidth to complete these sometime within the next few days.

Thank you,

Dave

**Dave Tramonte**

Consultant, Guidehouse

MassDOT Business Impact Analysis Project

10 Park Plaza, Suite 8350

Boston, MA 02116  
781-367-2709

**From:** [Nelson, Jim \(DOT\)](#)  
**To:** [Chanthaboun, Sye \(DOT\)](#)  
**Cc:** [Karl, Jean \(DOT\)](#); [Blumberg, Marty \(DOT\)](#)  
**Subject:** RE: Remaining ATLAS Interface Questionnaires  
**Date:** Wednesday, May 08, 2019 9:50:21 AM  
**Attachments:** [RMV Training ATLAS Interface Review- RMV Training Team.docx](#)

---

Hi Sye,

Thanks for reaching out to us regarding the work being performed to plan for a disaster recovery site.

And thanks for helping us review the interface inventory to determine impact to the training services the RMV Training Team delivers.

As we discussed this morning, it appears that the only interfaces that would impact our services are the MassDOT Payment Service and the Vantiv interfaces for credit card payments.

We've checked those off for on the attached document.

I'm cc'ing Jean Karl (newly arrived RMV Training Team Manager) and Marty Blumberg (RMV Training's Instructional Designer). If there is any need for follow-up, they would be the best contacts to reach out to.

Thanks again.

Jim

---

**From:** Chanthaboun, Sye (DOT)  
**Sent:** Wednesday, April 17, 2019 12:49 PM  
**To:** Nelson, Jim (DOT)  
**Subject:** FW: Remaining ATLAS Interface Questionnaires

Jim,

Can you fill out the attached questionnaire? The way to look at this is: To effectively perform training functions (Cross-Training/Continued Education or New Hire/Business Partner training), are the interfaces listed in the rows needed?

Let me know if you want to chat.

Thanks,  
Sye

-----  
Sye Chanthaboun  
857-368-7722

---



**From:** Tramonte, David (Guidehouse)

**Sent:** Tuesday, April 16, 2019 5:11 PM

**To:** Chanthaboun, Sye (DOT) <Sye.Chanthaboun@dot.state.ma.us>

**Cc:** Richard, Hunter (Guidehouse) <Hunter.Richard@dot.state.ma.us>; Bandoian, Austin (DOT) <Austin.Bandoian@dot.state.ma.us>

**Subject:** Remaining ATLAS Interface Questionnaires

Hi Sye,

Thank you for recently filling out our ATLAS Interface questionnaire for AAA Offices and RMV Service Centers – you have been a massive help.

Unfortunately, we did not receive completed questionnaires from several departments, including:

- Enforcement Services
- OPMI
- RMV Security
- RMV Training

Gary and Matt suggested that we reach out to you to help complete the remaining questionnaires, which are already formatted for each of these departments. However, we hope to be respectful of your time, and want to confirm that completing these would not be too much of a burden on you. Please let us know whether you have the bandwidth to complete these sometime within the next few days.

Thank you,  
Dave

**Dave Tramonte**

Consultant, Guidehouse

MassDOT Business Impact Analysis Project

10 Park Plaza, Suite 8350

Boston, MA 02116

781-367-2709

**From:** [REDACTED]  
**To:** [MSP-DL - Facial Rec ES: Falcon, Eric \(DOT\)](#)  
**Cc:** [REDACTED]  
**Subject:** Facial Recognition Request - I192033425  
**Date:** Wednesday, May 08, 2019 9:37:51 AM  
**Attachments:** [REDACTED].[Booking 19-00216-02.pdf](#)  
[Facial Recognition Request Form.pdf](#)

---

Good morning,

Attached please find a facial recognition request relative to [REDACTED] (Home Invasion).  
Please let me know if additional information is needed.

Thank you,

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

**From:** [Brown, Tracy L \(DDS\)](#)  
**To:** [Mann, Derrick \(DOT\)](#)  
**Subject:** RE: State Job positions I applied for - John Bersani  
**Date:** Wednesday, May 08, 2019 9:06:21 AM  
**Attachments:** [image001.png](#)

---

Hi Derrick:

Thanks Tracy

---

**From:** Mann, Derrick (DOT)  
**Sent:** Tuesday, May 07, 2019 4:35 PM  
**To:** Brown, Tracy L (DDS)  
**Subject:** RE: State Job positions I applied for - John Bersani

Hello Tracy,

I referred Mr. Bersani for further review for all applicable, a copy was also sent to you as well. Please note, there are currently 14 applicants currently scheduled for interviews - I'll monitor then update you accordingly.

Have a good one!

Derrick

---

**From:** Brown, Tracy L (DDS) [mailto:[tracy.l.brown@massmail.state.ma.us](mailto:tracy.l.brown@massmail.state.ma.us)]  
**Sent:** Tuesday, May 07, 2019 2:51 PM  
**To:** Mann, Derrick (DOT)  
**Subject:** FW: State Job positions I applied for - John Bersani

Hi Derrick:

John Bersani has applied for the below position. Can you see that he gets an interview?

Program Coordinator I- Facial Recognition Analyst (1900016W)  
Agency: Massachusetts Department of Transportation  
Officer/ADA Coordinator: Derick Mann- 857-368-8541 or Rita Dinunzio- 857-368-8738  
Applied on 3/7/19

Regards, and thank you!

*Tracy L. Brown, MA, MPP*  
Director/Chief Diversity Officer/ADA Coordinator  
Office of Diversity and Equal Opportunity / Civil Rights  
Department of Developmental Services  
Executive Office of Health and Human Services  
500 Harrison Avenue, Room 246  
Boston, MA 02118

Office Line: (617) 624-7734

Cell Phone: (857) 294-1465

TTY: 617-624-7590

Fax: 617-624-7577

Office hours: M – F (9:00 am – 5 pm)



*Commonwealth of  
Massachusetts*

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**From:** [Lucin, Cristina \(POL\)](#)  
**To:** [Boyle, Christopher \(DOT\)](#)  
**Subject:** SW so far  
**Date:** Tuesday, May 07, 2019 5:02:40 PM  
**Attachments:** [Search Warrant.docx](#)

---

Just what I have so far...working on parts but its coming together.

Respectfully,

Trooper Cristina J. Lucin  
Massachusetts State Police  
Fraud Identification Unit  
10 Park Plaza 2<sup>nd</sup> floor  
Boston, MA 02116  
Office: (857) 368-9500  
Cell: (617) 356-6615  
Fax: (857) 368-0649

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**From:** [Mann, Derrick \(DOT\)](#)  
**To:** [Brown, Tracy L \(DDS\)](#)  
**Subject:** RE: State Job positions I applied for - John Bersani  
**Date:** Tuesday, May 07, 2019 4:34:00 PM  
**Attachments:** [image001.png](#)

---

Hello Tracy,

I referred Mr. Bersani for further review for all applicable, a copy was also sent to you as well. Please note, there are currently 14 applicants currently scheduled for interviews - I'll monitor then update you accordingly.

Have a good one!

Derrick

---

**From:** Brown, Tracy L (DDS) [mailto:[tracy.l.brown@massmail.state.ma.us](mailto:tracy.l.brown@massmail.state.ma.us)]  
**Sent:** Tuesday, May 07, 2019 2:51 PM  
**To:** Mann, Derrick (DOT)  
**Subject:** FW: State Job positions I applied for - John Bersani

Hi Derrick:

John Bersani has applied for the below position. Can you see that he gets an interview?

Program Coordinator I- Facial Recognition Analyst (1900016W)

Agency: Massachusetts Department of Transportation

Officer/ADA Coordinator: Derick Mann- 857-368-8541 or Rita Dinunzio- 857-368-8738

Applied on 3/7/19

Regards, and thank you!

*Tracy L. Brown, MA, MPP*

Director/Chief Diversity Officer/ADA Coordinator  
Office of Diversity and Equal Opportunity / Civil Rights  
Department of Developmental Services  
Executive Office of Health and Human Services  
500 Harrison Avenue, Room 246  
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**From:** [Mann, Derrick \(DOT\)](#)  
**To:** [Dinunzio, Rita \(DOT\)](#)  
**Subject:** FW: State Job positions I applied for - John Bersani  
**Date:** Tuesday, May 07, 2019 3:27:00 PM  
**Attachments:** [image001.png](#)

---



---

**From:** Brown, Tracy L (DDS) [mailto:tracy.l.brown@massmail.state.ma.us]  
**Sent:** Tuesday, May 07, 2019 2:51 PM  
**To:** Mann, Derrick (DOT)  
**Subject:** FW: State Job positions I applied for - John Bersani

Hi Derrick:

John Bersani has applied for the below position. Can you see that he gets an interview?

Program Coordinator I- Facial Recognition Analyst (1900016W)  
Agency: Massachusetts Department of Transportation  
Officer/ADA Coordinator: Derick Mann- 857-368-8541 or Rita Dinunzio- 857-368-8738  
Applied on 3/7/19

Regards, and thank you!

*Tracy L. Brown, MA, MPP*  
Director/Chief Diversity Officer/ADA Coordinator  
Office of Diversity and Equal Opportunity / Civil Rights  
Department of Developmental Services  
Executive Office of Health and Human Services  
500 Harrison Avenue, Room 246  
Boston, MA 02118  
**Office Line: (617) 624-7734**  
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From: Patel, Ashish S. (OSD)  
 To: Ann Roper-Catlin; Bailey, Scott (EPS); Blackburn, James (DOT); Brewer, Michael (DOT); Brian Helman; Cohen, Jesse P. (EOTSS); Harvey, David (DPH); Heywood, Cynthia E. (DOC); Kennedy, Tim (OSD); Kwok, Edith (EOE); Lax, Zachary (EOTSS); Martin, Greg (EHS); Powers, Cat (EPS); Rosenberg, Harri (DOT); Sheafer, David (EOTSS); Steele, Brad (EOTSS); Urato, Tina (ODA); Wolfe, Julia (OSD)  
 Subject: ITT72 1B Negotiations/Exceptions  
 Date: Tuesday, May 07, 2019 3:23:24 PM  
 Attachments: RE ITT72 Cat\_1B Contract Documents Sprint Solutions Inc. msg  
 Re: ITT72 Cat\_1B Contract Documents Celco Partnership dba Verizon Wireless msg  
 Celco Partnership DBA Verizon Wireless PE Category 1B May 1, 2019.docx  
 Celco Partnership DBA Verizon Wireless ITT72 Exceptions TK.docx  
 Sprint ITT72 BFR Negotiation Request 04-24-19 AP.docx  
 RE ITT72 Cat\_1B Contract Documents ATT Corp. msg  
 RE ITT72 Cat\_1B Contract Documents Granite Telecommunications LLC msg  
 image003.png

Good afternoon,

Four out of five bidders for ITT72 1B have responded with their exception to terms. We are still waiting for T-Mobile's response. Tim and I have reviewed Verizon and Sprint respectively and include our edits and looking for SSTs review and input. Other vendor's exceptions have to be reviewed as well and we are looking for your help. To make it easier I have tried to assign the same vendors as those were assigned to you/your team for initial evaluation. If your schedule permits and if you would like to review other vendors please let me know.

Due to time constrain we need to review this rather quickly please do your best to review as soon as possible and we can go over your feedback/concerns on Monday.

I am attaching original response emails which have attachments, please let me know if you cannot open the attached emails.

| First   | Last        | Agency                                               | Email                                                                                    | Phone          | Exception Review      |
|---------|-------------|------------------------------------------------------|------------------------------------------------------------------------------------------|----------------|-----------------------|
| Ann     | Roper-Quinn | City of Boston                                       | <a href="mailto:annroper.quinn@boston.gov">annroper.quinn@boston.gov</a>                 | 617-635-4767   | Verizon               |
| Brian   | Helman      | Salem State University                               | <a href="mailto:bhelman@salemstate.edu">bhelman@salemstate.edu</a>                       | 978-542-7272   | Granite               |
| David   | Harvey      | Department of Public Health                          | <a href="mailto:David.Harvey@MassMail.State.MA.US">David.Harvey@MassMail.State.MA.US</a> | (617) 624-5841 | Sprint                |
| David   | Sheafer     | Executive Office of Education                        | <a href="mailto:dsheafer@doe.mass.edu">dsheafer@doe.mass.edu</a>                         | 781-338-6612   | T-Mobile              |
| Edith   | Kwok        | Department of Education                              | <a href="mailto:ekwok@doe.mass.edu">ekwok@doe.mass.edu</a>                               | (781) 338-6885 | T-Mobile              |
| Harri   | Rosenberg   | Department of Transportation                         | <a href="mailto:harri.rosenberg@dot.state.ma.us">harri.rosenberg@dot.state.ma.us</a>     | 857-368-9930   | Granite               |
| Jim     | Blackburn   | Department of Transportation                         | <a href="mailto:james.blackburn@dot.state.ma.us">james.blackburn@dot.state.ma.us</a>     | 857-368-9992   | Granite               |
| Michael | Brewer      | Department of Transportation                         | <a href="mailto:Michael.Brewer@dot.state.ma.us">Michael.Brewer@dot.state.ma.us</a>       | (857) 368-9980 | Granite               |
| Tina    | Urato       | Massachusetts Emergency Management Agency (MEMA)     | <a href="mailto:tina.urato@mass.gov">tina.urato@mass.gov</a>                             | 508-820-1243   | Verizon               |
| Ashish  | Patel       | Operational Services Division                        | <a href="mailto:ashish.s.patel@mass.gov">ashish.s.patel@mass.gov</a>                     | 617-720-3109   | Sprint                |
| Tim     | Kennedy     | Operational Services Division                        | <a href="mailto:tim.kennedy@mass.gov">tim.kennedy@mass.gov</a>                           | 617-720-3107   | Verizon               |
| Brad    | Steele      | Executive Office of Technology Services and Security | <a href="mailto:brad.steele@mass.gov">brad.steele@mass.gov</a>                           | 617-626-4645   | AT&T, Verizon         |
| Zack    | Lax         | Executive Office of Technology Services and Security | <a href="mailto:zachary.lax@mass.gov">zachary.lax@mass.gov</a>                           | 617-626-4451   | AT&T, Verizon         |
| Jesse   | Cohen       | Executive Office of Technology Services and Security | <a href="mailto:jesse.p.cohen@mass.gov">jesse.p.cohen@mass.gov</a>                       | 617-626-4583   | Pricing File: Verizon |
| Cat     | Powers      | Executive Office of Public Safety and Security       | <a href="mailto:cat.powers@mass.gov">cat.powers@mass.gov</a>                             |                | AT&T, Sprint          |
| Cynthia | Heywood     | Department of Corrections                            | <a href="mailto:Cynthia.Heywood@doc.state.ma.us">Cynthia.Heywood@doc.state.ma.us</a>     | (508) 422-3336 | AT&T, Sprint          |
| Greg    | Martin      | Executive Office of Health & Human Services          | <a href="mailto:Greg.Martin@MassMail.State.MA.US">Greg.Martin@MassMail.State.MA.US</a>   | (617) 689-8718 | AT&T, Sprint          |
| Scott   | Bailey      | Executive Office of Public Safety and Security       | <a href="mailto:scott.bailey@mass.gov">scott.bailey@mass.gov</a>                         | 617-875-0856   |                       |
| Julia   | Wolfe       | Operational Services Division                        | <a href="mailto:julia.wolfe@mass.gov">julia.wolfe@mass.gov</a>                           | 617-502-8836   | -                     |

Thank you,  
 Ashish



**Ashish Patel | Strategic Sourcing Lead**  
 Operational Services Division | One Ashburton Place Room 1017  
 Boston, MA 02108 | Phone 617-720-3190 |  
[ashish.s.patel@mass.gov](mailto:ashish.s.patel@mass.gov) | [mass.gov/osd](http://mass.gov/osd)

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**From:** [Brown, Tracy L \(DDS\)](#)  
**To:** [Mann, Derrick \(DOT\)](#)  
**Subject:** FW: State Job positions I applied for - John Bersani  
**Date:** Tuesday, May 07, 2019 2:50:44 PM  
**Attachments:** [image001.png](#)

---

Hi Derrick:

John Bersani has applied for the below position. Can you see that he gets an interview?

Program Coordinator I- Facial Recognition Analyst (1900016W)

Agency: Massachusetts Department of Transportation

Officer/ADA Coordinator: Derick Mann- 857-368-8541 or Rita Dinunzio- 857-368-8738

Applied on 3/7/19

Regards, and thank you!

*Tracy L. Brown, MA, MPP*

Director/Chief Diversity Officer/ADA Coordinator  
Office of Diversity and Equal Opportunity / Civil Rights  
Department of Developmental Services  
Executive Office of Health and Human Services  
500 Harrison Avenue, Room 246  
Boston, MA 02118

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**From:** [Liam Sullivan](#)  
**To:** [Falcon, Eric \(DOT\)](#)  
**Subject:** RE: article on facial rec and RMV  
**Date:** Tuesday, May 07, 2019 1:31:30 PM  
**Attachments:** [image001.png](#)  
[image002.png](#)

---

You too baby! Love love love

**Liam Sullivan**  
VP of Marketing & Communication | [PowerOptions](#)  
617-428-4250

[www.poweroptions.org](http://www.poweroptions.org)

[LinkedIn](#) | [Facebook](#) | [Twitter](#)

-



---

**From:** Falcon, Eric (DOT) <eric.falcon2@state.ma.us>  
**Sent:** Tuesday, May 07, 2019 11:57 AM  
**To:** Liam Sullivan <LSullivan@poweroptions.org>  
**Subject:** RE: article on facial rec and RMV

Thanks for this interesting read.

Hope you are having a great day!

**Eric Falcon**  
DOT-RMV/Enforcement Services  
Massachusetts State Police  
10 Park Plaza, 2<sup>nd</sup> Floor-Suite 2310  
Boston. Mass 02116  
Phone-857-368-8605  
Fax- 857-368-0645

---

**From:** Liam Sullivan [<mailto:LSullivan@poweroptions.org>]  
**Sent:** Monday, May 06, 2019 4:18 PM  
**To:** Falcon, Eric (DOT); Falcon, Eric (DOT) ([eric.falcon@state.ma.us](mailto:eric.falcon@state.ma.us))  
**Subject:** article on facial rec and RMV

<https://www.msn.com/en-us/autos/news/firm-targeted-ma-police-departments-for-facial-recognition-tech/ar-AAAYWLR>

**Liam Sullivan**

Vice President of Marketing & Communication

617-428-4250

**PowerOptions**

129 South Street, 5th Floor

Boston, MA 02111

[www.poweroptions.org](http://www.poweroptions.org)

[LinkedIn](#) | [Facebook](#) | [Twitter](#)

-



**From:** [Bedard, David \(DOT\)](#)  
**To:** [Ogilvie, Colleen \(DOT\)](#)  
**Cc:** [Newton, Mark \(DOT\)](#)  
**Subject:** FW: Idemia Contract DL/ID  
**Date:** Tuesday, May 07, 2019 1:06:00 PM  
**Attachments:** [DL ID Award - Proj Info..pdf](#)

---

Mark Newton saves the day (again)

---

**From:** Newton, Mark (DOT) [mailto:mark.newton@dot.state.ma.us]  
**Sent:** Tuesday, May 07, 2019 12:57 PM  
**To:** Bedard, David (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** Idemia Contract DL/ID

As you requested...

attachment

**From:** [DeLeon, Pamela \(DOT\)](#)  
**To:** [Burke, Robin \(DOT\)](#); [Depina, Felisberta \(DOT\)](#)  
**Subject:** FW: Open Reqs Status 05.06.19.xlsx  
**Date:** Tuesday, May 07, 2019 1:02:17 PM  
**Attachments:** [Open Reqs Status 05.06.19.xlsx](#)

---

I won't be able to make it to the 1:30pm can you format/print these. Thank you!

---

**From:** Durrigan, Dina (DOT) <Dina.Durrigan@dot.state.ma.us>  
**Sent:** Tuesday, May 7, 2019 12:08 PM  
**To:** DeLeon, Pamela (DOT) <Pamela.DeLeon@dot.state.ma.us>  
**Subject:** Open Reqs Status 05.06.19.xlsx

**From:** [Newton, Mark \(DOT\)](#)  
**To:** [Bedard, David \(DOT\)](#)  
**Cc:** [Newton, Mark \(DOT\)](#)  
**Subject:** Idemia Contract DL/ID  
**Date:** Tuesday, May 07, 2019 12:58:16 PM  
**Attachments:** [DL ID Award - Proj Info..pdf](#)

---

As you requested...

attachment

**From:** [Boyle, Christopher \(DOT\)](#)  
**To:** [REDACTED]  
**Subject:** FW: facial recognition  
**Date:** Tuesday, May 07, 2019 12:22:00 PM  
**Attachments:** [REDACTED]

---

**From:** Commonwealth Fusion Center (POL)

**Sent:** Monday, May 6, 2019 4:04 PM

**To:** [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED] Boyle,  
Christopher (POL) <[Christopher.Boyle@pol.state.ma.us](mailto:Christopher.Boyle@pol.state.ma.us)>  
**Subject:** FW: facial recognition

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

---

**From:** [REDACTED] <[\[REDACTED\]@flhsmv.gov](mailto:[REDACTED]@flhsmv.gov)>  
**Sent:** Monday, May 6, 2019 2:58 PM  
**To:** Commonwealth Fusion Center (POL) <[fusion@pol.State.MA.US](mailto:fusion@pol.State.MA.US)>  
**Subject:** facial recognition

[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]



[REDACTED]

---

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---

**From:** [REDACTED]  
**Subject:** Open Reqs Status 05.06.19.xlsx  
**Date:** Tuesday, May 07, 2019 12:08:00 PM  
**Attachments:** [Open Reqs Status 05.06.19.xlsx](#)

---

**From:** [Falcon, Eric \(DOT\)](#)  
**To:** [Liam Sullivan](#)  
**Subject:** RE: article on facial rec and RMV  
**Date:** Tuesday, May 07, 2019 11:56:00 AM  
**Attachments:** [image002.png](#)

---

Thanks for this interesting read.

Hope you are having a great day!

**Eric Falcon**  
**DOT-RMV/Enforcement Services**  
**Massachusetts State Police**  
**10 Park Plaza, 2<sup>nd</sup> Floor-Suite 2310**  
**Boston. Mass 02116**  
**Phone-857-368-8605**  
**Fax- 857-368-0645**

---

**From:** Liam Sullivan [mailto:[LSullivan@poweroptions.org](mailto:LSullivan@poweroptions.org)]  
**Sent:** Monday, May 06, 2019 4:18 PM  
**To:** Falcon, Eric (DOT); Falcon, Eric (DOT) ([eric.falcon@state.ma.us](mailto:eric.falcon@state.ma.us))  
**Subject:** article on facial rec and RMV

<https://www.msn.com/en-us/autos/news/firm-targeted-ma-police-departments-for-facial-recognition-tech/ar-AAAYWLR>

**Liam Sullivan**  
Vice President of Marketing & Communication  
617-428-4250

***PowerOptions***  
129 South Street, 5th Floor  
Boston, MA 02111  
[www.poweroptions.org](http://www.poweroptions.org)

[LinkedIn](#) | [Facebook](#) | [Twitter](#)



**From:** [Hill, Andrea L. \(DOT\)](#)  
**To:** [Nieto, German \(DOT\)](#); [Sloan, Kimberley \(DOT\)](#); [Negah, Shahpar \(DOT\)](#); [Chapman, Brian A. \(DOT\)](#); [Yee, Filbert Y. \(DOT\)](#); [Currier, Thomas H. \(DOT\)](#); [Shedd, David G. \(DOT\)](#); [Holland, Shawn S. \(DOT\)](#); [Belov, Aleksey N. \(DOT\)](#); [Bartus, Joshua D. \(DOT\)](#); [Cash, Lawrence J. \(DOT\)](#); [Lavallee, Carrie E. \(DOT\)](#)  
**Cc:** [Sen. Gautam \(DOT\)](#)  
**Subject:** FW: MassDOT Daily Online Articles Tuesday May 7, 2019.docx  
**Date:** Tuesday, May 07, 2019 11:54:24 AM  
**Attachments:** [MassDOT Daily Online Articles Tuesday May 7, 2019.docx](#)

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**From:** Jessen, Klark (DOT)  
**Sent:** Tuesday, May 07, 2019 10:15 AM  
**To:** Jessen, Klark (DOT)  
**Subject:** MassDOT Daily Online Articles Tuesday May 7, 2019.docx

Today's MassDOT News.

Klark

**From:** [Cotter, Nancy](#)  
**To:** [Kornegay, Chrystal \(DOT\)](#); [Dean Mazzarella \(DMazzarella@Leominster-MA.gov\)](#); [Joe Sullivan](#); [Joseph Aiello \(jcfaiello@gmail.com\)](#); [Murtagh, Kathleen \(DOT\)](#); [King, Timothy \(DOT\)](#); [Lang, Brian \(DOT\)](#); ["Robert Moylan"](#); [Shortsleeve, Brian \(MBTA\)](#); [Taylor, Betsy \(DOT\)](#); [Tibbits-Nutt, Monica \(DOT\)](#)  
**Cc:** [Ciampa, Christine \(MBTA\)](#)  
**Subject:** MassDOT Daily Online Articles Tuesday May 7, 2019.docx  
**Date:** Tuesday, May 07, 2019 10:50:15 AM  
**Attachments:** [MassDOT Daily Online Articles Tuesday May 7, 2019.docx](#)

---

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**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [Durrigan, Dina \(DOT\)](#); [Burke, Robin \(DOT\)](#); [Mulcahy, Sheila \(DOT\)](#)  
**Subject:** Active Requisitions by HR Owner as of 05/07/19  
**Date:** Tuesday, May 07, 2019 10:35:33 AM  
**Attachments:** [Active Requisitions as of 5-07-19 by HR Owner.xlsx](#)  
[image001.png](#)

---

Good Morning Dina and Robin,

Here is the current active requisitions for the Talent Acquisition staff. Please let me know if you have any questions about the report.

Thanks,

**Robert Dionne, SHRM-CP**  
**Massachusetts Department of Transportation**  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8545 | Fax 857.368.0601



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**Confidentiality Notice** | This communication (including any attachments) is only intended for the user of the individual, or entity, to which it is directed. It may contain information that is privileged, confidential and exempt from disclosure under applicable law, and should not be read, copied or otherwise used by any other person. If received in error; please notify the sender immediately and delete the e-mail, and any attachment(s), from your system, without copying, forwarding, disclosing or using it in any other way.

**From:** [Dionne, Robert \(DOT\)](#)  
**To:** [Spengler, Mark \(DOT\)](#); [Durrigan, Dina \(DOT\)](#); [Constantine, Rashida \(DOT\)](#); [Johnson, Selina \(DOT\)](#)  
**Cc:** [Knosp, Matthew \(DOT\)](#); [Mulcahy, Sheila \(DOT\)](#); [Nguyen, Sylvia \(DOT\)](#); [Taylor, Robert J. \(DOT\)](#)  
**Subject:** FTE CAP vs Current FTE Report as of  
**Date:** Tuesday, May 07, 2019 10:18:33 AM  
**Attachments:** [CAP vs Actuals vs In-Process Report 5-7-19.xlsx](#)  
[image001.png](#)

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Good Morning All,

Please see the latest run of the FTE Cap vs Current FTE and In flight Requisitions. Please let me know if you have any questions regarding this report.

Thanks,

**Robert Dionne, SHRM-CP**  
**Massachusetts Department of Transportation**  
Human Resources Business Intelligence Interim Manager  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8545 | Fax 857.368.0601



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**From:** [Jessen, Klark \(DOT\)](#)  
**To:** [Jessen, Klark \(DOT\)](#)  
**Subject:** MassDOT Daily Online Articles Tuesday May 7, 2019.docx  
**Date:** Tuesday, May 07, 2019 10:15:29 AM  
**Attachments:** [MassDOT Daily Online Articles Tuesday May 7, 2019.docx](#)

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Today's MassDOT News.

Klark



**From:** [Evans, Steve \(DOT\)](#)  
**To:** [Ogilvie, Colleen \(DOT\)](#)  
**Subject:** FW: help with Morpho contract  
**Date:** Tuesday, May 07, 2019 8:58:00 AM  
**Attachments:** [MA\\_DL\\_Amendment-2\\_JB\\_comments.docx](#)  
[DL\\_ExecutedAward\\_MorphoTrust.pdf](#)

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**From:** Zaphiris, Sarah (DOT)  
**Sent:** Wednesday, October 25, 2017 9:23 AM  
**To:** Evans, Steve (DOT); Gurney, Todd (DOT)  
**Subject:** help with Morpho contract  
**Importance:** High

Steve and Todd,

I need help this week with finalizing this contract amendment with Morpho. We came to an agreement that we would pay them 10 cents a card (instead of 16 cents as originally planned) for the road test work but I want to check their math on the final card price should be. Can we all dig up any info we have on the original contract card price and any additions? I've attached the most recent amendment (Morpho drafted it; Jean Berke added comments; it's confusing) as well as the signed contract docs that I have. **Please look at Attachment Number One – that's what we need to get agreement on.**

Should we include anyone else in this conversation? Who else could be helpful?

Sarah

**Sarah Zaphiris**  
*Chief Administrative Officer*  
Registry of Motor Vehicles  
10 Park Plaza, Suite 6620  
Boston, MA 02116  
Office: 857-368-9458  
Cell: 617-780-2448

**#H82WAIT? Skip the line, go online! [www.massrmv.com](http://www.massrmv.com)**

**From:** [Evans, Steve \(DOT\)](#)  
**To:** [Ogilvie, Colleen \(DOT\)](#)  
**Subject:** FW: Idemia/Morpho License Contract  
**Date:** Tuesday, May 07, 2019 8:57:00 AM  
**Attachments:** [MassDOT RMV Drivers License ID RFR.doc](#)

---

Here is the RFR

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**From:** Zaphiris, Sarah (DOT)  
**Sent:** Thursday, November 29, 2018 3:11 PM  
**To:** Evans, Steve (DOT); Chanthaboun, Sye (DOT)  
**Subject:** RE: Idemia/Morpho License Contract

Hang on. The RFR we issued, which is incorporated into the contract by reference, says on page 35 "The Bidder shall ensure that at any time, all component hardware and software versions it uses are current and supported for the duration of this contract. Any hardware and software changes and upgrades during the performance of the contract shall be provided and implemented at the Bidder's expense."

Page 55 also refers to maintenance and page 60 explicit refers to software updates, not hardware.

---

**From:** Evans, Steve (DOT)  
**Sent:** Thursday, November 29, 2018 2:22 PM  
**To:** Chanthaboun, Sye (DOT)  
**Cc:** Zaphiris, Sarah (DOT)  
**Subject:** Re: Idemia/Morpho License Contract

No idea. I came in after the contract was signed. Sarah do you know?

Sent from my iPhone

On Nov 29, 2018, at 2:18 PM, Chanthaboun, Sye (DOT) <[Sye.Chanthaboun@dot.state.ma.us](mailto:Sye.Chanthaboun@dot.state.ma.us)> wrote:

Steve,

Do you know if there were provisions for Idemia to refresh any of their hardware within the contract terms?

Thanks,  
Sye

-----  
Sye Chanthaboun  
Technical Lead, Atlas Architecture and Application Team  
Massachusetts Department of Transportation, Information Technology

857-368-7722

[sye.chanthaboun@state.ma.us](mailto:sye.chanthaboun@state.ma.us)

[www.mass.gov/massdot](http://www.mass.gov/massdot)

**From:** [Foley, Karyn L. \(DOT\)](#)  
**To:** [Ogilvie, Colleen \(DOT\)](#)  
**Subject:** FW: DTA for images  
**Date:** Tuesday, May 07, 2019 8:21:00 AM  
**Attachments:** [ISA DTA RMV amended FY16.docx](#)

---

DTA from 2016

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**From:** Berke, Jean (DOT)  
**Sent:** Tuesday, March 26, 2019 9:23 AM  
**To:** Foley, Karyn L. (DOT)  
**Cc:** Freire, Ingrid (DOT)  
**Subject:** RE: DTA for images

Karyn,

I found this ISA in my folders, but it appears that it expired in 2016. I do not know whether the RMV is still performing facial recognition services on behalf of the DTA. You may want to speak with either Colleen or Joan about this matter. I was not really involved with it.

Jean

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**From:** Foley, Karyn L. (DOT)  
**Sent:** Monday, March 25, 2019 6:37 PM  
**To:** Berke, Jean (DOT)  
**Subject:** RE: DTA for images

Department of Transitional Assistance.

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**From:** Berke, Jean (DOT)  
**Sent:** Monday, March 25, 2019 6:35 PM  
**To:** Foley, Karyn L. (DOT)  
**Subject:** Re: DTA for images

What is the DTA?

Sent from my iPhone

On Mar 25, 2019, at 6:04 PM, Foley, Karyn L. (DOT) <[Karyn.Foley@dot.state.ma.us](mailto:Karyn.Foley@dot.state.ma.us)> wrote:

**Hi Jean, Does DTA have a contract with the RMV regarding their access to photos from CJIS using an ALARS surrogate ID? They also receive a monthly batch file from us. We need to know if the individual contract needs to be updated to say they no longer need to go through CJIS nor receive a batch file because ATLAS's web services will take care of both. Please let me know. Thanks. Karyn**

**From:** [Ogilvie, Colleen \(DOT\)](#)  
**To:** [Foley, Karyn L. \(DOT\)](#); [Richardson, Amanda \(DOT\)](#)  
**Subject:** List of documents needed..today before 12 pm  
**Date:** Tuesday, May 07, 2019 8:00:01 AM  
**Attachments:** [Public Information Request Images April May 2019.docx](#)

---

Karyn,  
My doc matrix is attached..

I need a copy of the pre-ATLAS security access form and any documents that relate to DPPA or use of images

We need **access agreements** for anyone who gets images.

FBI, State Police, DTA, CJIS, Idemia, Driving Schools ,DPH?

Emails requesting images- if you have any of these easily accessible now and could produce a few that would be helpful.

Thank you,  
Colleen

**From:** [Collaro-Surrette, Cheryl \(DOT\)](#)  
**To:** [Fletcher, Stacy \(DOT\)](#); [Rodrigues, Donna \(DOT\)](#); [Robichaud, Gerard \(DOT\)](#); [Berardi, Sandra L. \(DOT\)](#); [Owen, Sharon \(DOT\)](#); [Caron, Beth \(DOT\)](#); [Nadeau, Dorothy \(DOT\)](#); [Carpenter, Daniel \(DOT\)](#)  
**Subject:** FW: Coaching opportunity for frequent duplicate record creators  
**Date:** Monday, May 06, 2019 6:38:00 PM  
**Attachments:** [DuplicateCoachingOpportunity.xlsx](#)  
[Avoiding Duplicate Customer Records.pdf](#)

---

Hi, could folks please print out the attachments for review today. Thanks

-----Original Message-----

**From:** Lavoie, Sara (DOT)  
**Sent:** Thursday, April 25, 2019 4:09 PM  
**To:** Canaan, Kenneth (DOT); Crispin, Susan (DOT); Evans, Steve (DOT); Falcon, Eric (DOT); McCollem, Steve (DOT); Michalik, Anne (DOT); Bowes, Tom (DOT); Williams, Christopher (DOT); Pedi, Karen (DOT); Costantino, Keith (DOT); Klosek, Kevin (DOT); Deveney, Erin (DOT); Robare, Robert (DOT)  
**Cc:** Collaro-Surrette, Cheryl (DOT); Caron, Beth (DOT)  
**Subject:** Coaching opportunity for frequent duplicate record creators

Dear Colleagues,

As you know, duplicate customer records pose a challenge from both an ATLAS system and a public safety perspective. While work in Quincy is ongoing to perform the requisite merges and keep customer violations and sanctions intact, a query was done that showed us the ATLAS users who have created duplicate records with same name and DOB since March 26, 2018. I am asking that you use the attached document to ensure that any of your team members identified on the list are using proper search techniques within ATLAS.

I have included only the users who have created 10 or more duplicate records since R1. For Service Center staff, I am attaching a recent training update. It is attached because we think some of the duplicates created in the field may be the result of a pre-staging. Reducing the number of duplicates will also help reduce the number of customers who are scrutinized each day in our facial recognition processing.

I recognize that I am not familiar with each business area represented on the attached list, and how those areas may end up generating duplicates, but I am happy to help locate any information to cease the problem at the source.

Thank you for your attention to this issue.

Sara

Sara Lavoie  
Director of Enforcement Services

**From:** [Collaro-Surrette, Cheryl \(DOT\)](#)  
**To:** [Lavoie, Sara \(DOT\)](#); [Deveney, Erin \(DOT\)](#)  
**Cc:** [Logan, James \(DOT\)](#); [Caron, Beth \(DOT\)](#); [Rodrigues, Donna \(DOT\)](#)  
**Subject:** FW: Coaching opportunity for frequent duplicate record creators  
**Date:** Monday, May 06, 2019 6:25:08 PM  
**Attachments:** [DuplicateCoachingOpportunity.xlsx](#)  
[Avoiding Duplicate Customer Records.pdf](#)

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Hi Sarah and Erin,

MRB seems to be one of the larger offenders, I was thinking, Brie is spending a good amount of time in MRB, I can ask Jim if she could review the errors and correct procedures with the staff. We can contact the SC managers to set up sometime to meet with the CSR'S listed on the report. We can walk them through the process and review the procedures onsite.

Just let me know if that sounds like a plan.

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**To:** Canaan, Kenneth (DOT); Crispin, Susan (DOT); Evans, Steve (DOT); Falcon, Eric (DOT); McCollem, Steve (DOT); Michalik, Anne (DOT); Bowes, Tom (DOT); Williams, Christopher (DOT); Pedi, Karen (DOT); Costantino, Keith (DOT); Klosek, Kevin (DOT); Deveney, Erin (DOT); Robare, Robert (DOT)  
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Sara

Sara Lavoie  
Director of Enforcement Services

**From:** [Riley, Judith \(DOT\)](#)  
**To:** [Riley, Judith \(DOT\)](#)  
**Subject:** MassDOT EOD  
**Date:** Monday, May 06, 2019 6:13:11 PM

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## FMCB

### COMMUTER RAIL VISION

- Today the Board was provided with an overview and update of the Rail Vision project and given a current project timeline. Project staff will return to the Board in the coming months with more data analysis.

### PILOT POLICY

- Today MBTA staff reintroduced the External Pilot Policy to the Board and asked to remove the pause on allowing additional new pilots to be considered. The Board said they would not remove the pause and needed more information. Staff will come back in June with an update. The T currently has three approved pilots: early morning bus, which went well and is now permanent; the late night bus pilot currently underway; and the Commuter Rail Foxboro pilot scheduled for the fall.

### CAPITAL REVIEW AND LONG-TERM PLAN

- Today the GM updated the Board on the Capital Plan. Review of capital spending and capacity indicated a number of findings, including a re-baselined plan to **still eliminate today's deferred maintenance and replacement backlog by 2032**, which is consistent with the existing MBTA/FMCB 15-year target, while allowing for targeted modernization. Capital spending is distributed among 22 different MBTA departments, among which includes the Capital Delivery Department. To centralize spending, the MBTA will hire a Chief of Capital Program. To continue to ramp up capital spending and to sustain that spending over time, the MBTA will be adding employees to increase project volume through the spending pipeline. Forces (including limited numbers of people working as flaggers, signal maintainers, and power maintainers) both inside and outside the MBTA's control also affect the T's ability to deliver capital projects. Working to build up these resources will prevent against overextending individuals with specialized skillsets and reducing the need to make tradeoffs. While the MBTA continues to increase capital spending year over year, some of that planned spending is on expansion projects. By re-baselining spending projections, the MBTA can facilitate a ramping up of spending in a sustainable manner. The re-baseline also represents a more accurate outlook for spending by devoting the resources necessary to sustain yearly spending of approximately \$1.5 billion in non-expansion investment while also continuing spending in the near term on expansion projects: South Coast Rail and Green Line Extension. Re-baselining also reduces MBTA debt needed in the CIP window, preserving capacity for the out-years. In addition to process improvements, the MBTA will also be implementing a more robust scheduling function with the purpose of tracking projects, especially those of a smaller scale, more closely, and providing an opportunity to react sooner if and when a project falls behind schedule. The scheduling function will also establish a process of using diversions in standard service more efficiently, sequencing projects in smarter manner, and ensuring supporting services are available.

### RECENTLY AWARDED FERRY CONTRACT

- The FMCB received an update on the procurement process conducted before the awarding of a contract to run MBTA ferry service. Among the facts given to the FMCB: 3 RFPs were issued together with lengthy and detailed requirements for each of the three T routes. After today's FMCB meeting, Commonwealth Magazine asked Secretary Stephanie Pollack



several questions to clarify the discussion at the public meeting. The Secretary stated that the Board would like MBTA managers to return with a strategy for the next procurement and with thoughts on answering some questions, including whether the ferry operator (s) would provide all the boats. In response to the reporter's question the Secretary stated that Bay State Cruises, which is going to run a ferry to the new Encore Boston location, did not bid on the T ferry contract.

## **COMMONWEALTH MAGAZINE**

- Andy Metzger asked about the implementation schedule for the MBTA's system of fare collection. When asked about specific reasons for the delay, General Manager Poftak indicated that the T continues to talk with Cubic and work toward a schedule that is achievable. Noting that the new system of fare collection will impact all stations, vehicles, and customers, GM Poftak indicated that this was a project that was massive and complex, and was important that its implementation be done correctly.

## **BOSTON GLOBE**

- A letter was sent by MassDOT's Legal Department today to a reporter regarding his request related to tunnel infrastructure in Boston and risks of flooding. The letter stated that MassDOT is continuing to review potentially responsive documentation for security sensitive information and hopes to have a response for the reporter this week. MassDOT will also be returning to him \$200 which he provided to cover fees related to this inquiry.

## **WFXT TV**

- The station asked about a license suspension letter a customer received in April and the station provided the letter. MassDOT looked into the matter and sent this comment to the station at 6 p.m. on Friday, May 3: The Registry's software, in error, sent a license suspension letter to 210 customers as the system was merging the drivers' historical suspension data from the 33-year old ALARS system to the new software. The licenses of these customers were not suspended again in April 2019 as the letters suggested. Licenses remained active and the Registry system still had these customers in "good standing" should they have been stopped for a violation by a law enforcement officer. The RMV apologizes and will be contacting those customers directly to explain what happened.

### **Background:**

- On April 10, 2019 the RMV made an update to its new technology system to make sure that the correct dates for old suspensions were maintained on driving records.
  - In this process, 210 customers received letters that referenced historical suspension dates.
  - This update to the system did not cause any customers to be suspended again.
  - The RMV is sending a letter to each of the customers who received these notices to explain the error, to assure them they have active licenses, and to eliminate any confusion that may have been caused.
- A reporter with this outlet asked for a copy of the comment that was recently given to VICE Magazine regarding attempts by facial recognition companies to gain access to the Registry's data for facial recognition purposes. A MassDOT spokesperson provided the following comment that was given to the other outlet last week: "Please note that law

enforcement in the course of performing official business is able to view the Registry of Motor Vehicles' (RMV) digitized images through a web service that is maintained by the Executive Office of Public Safety and Security, Department of Criminal Justice Information Systems (EOPSS/DCJIS). The RMV does not provide access to its image files or facial recognition technology to any commercial third parties."

## **WWLP**

- A reporter requested information related to two bridges in Springfield. MassDOT advised the reporter that although there is chipping paint on one structure, the bridge is not structurally deficient and is safe for travel, and future maintenance efforts are not yet scheduled. MassDOT also informed the reporter that decorative lighting was last active approximately two decades ago on the other bridge, and there are no current plans to install lighting at this location.

## **WBZ-TV**

- A reporter requested footage of a crash in April on a specific date in the Sumner Tunnel which the station said involved an ambulance. MassDOT advised the reporter that it has no footage of this incident.
- A producer with this outlet requested the driving record for a resident of East Boston. The requested record was given to the reporter.

## **WCVB**

- A producer with this outlet contacted MassDOT to seek clarification on the total number of active Red Sox specialty license plates. She asked, "With THREE teams playing tonight, we plan to mention the specialty plate stats today. However, I need one more clarification: Your list contains one entry for Red Sox Plate and the other for Red Sox/Jimmy Fund. What's the difference? On the RMV website, there's only one Red Sox option listed. Should we add the two figures together to get an accurate number for total Red Sox plates?" A MassDOT spokesperson provided the following response: "Please note that there is only one Red Sox license plate. You can add together the figures that you reference to get the total number of active Red Sox license plates. On background: The Red Sox made a change in the charity that receives the proceeds of the plate. They used to give the proceeds to the Jimmy Fund, but then they changed and decided to also give the proceeds to the Red Sox Charitable Foundation. The Registry makes the distinction in plates to identify what proceeds go to which charity."

## **BERKSHIRE EAGLE**

- A reporter with this outlet asked for information on a proposed flashing crosswalk sign on Main Street and River Street in Dalton, and the process by which a traffic signal could be requested for this location. A MassDOT spokesperson provided the following information: "Please note that MassDOT Highway Division District 1 has not received an application for a flashing crosswalk sign for Route 9 at River Street in the Town of Dalton, and no Highway Access Permit has been issued for the installation of a sign. If the Town would like to install a flashing crosswalk sign, they would need to submit a Highway Access Permit application for such a sign. Regarding the process for the installation of a traffic signal at this location, upon request for a signal from the Town, MassDOT would evaluate the request as required in Part 4 of the Manual on Uniform Traffic Control Devices (MUTCD) (<https://mutcd.fhwa.dot.gov/pdfs/2009r1r2/part4.pdf>). At least one of the 11 traffic signal

warrants listed in Chapter 4C would need to be met for MassDOT to consider the installation of a full traffic signal.”

### **FRAMINGHAM SOURCE**

- MassDOT sent a letter to the editor responding to an opinion piece published April 27, 2019 by Mary Z. Connaughton titled “Op-Ed: Mass Pike Construction Will Impact Framingham Commuters and Trains for Years.” The letter addressed and corrected several claims made in the piece regarding the impacts the I-90 Viaduct reconstruction will have on the Worcester-Framingham Commuter Rail Line.

### **WORCESTER TELEGRAM AND GAZETTE**

- MassDOT sent a letter to the editor responding to an opinion piece published May 3, 2019 by Mary Z. Connaughton titled “As I See It: Mass Pike Rebuild Shouldn’t Impact Worcester Commuters, But it will.” The letter addressed and corrected several claims made in the piece regarding the impacts that the I-90 Viaduct reconstruction will have on the Worcester-Framingham Commuter Rail Line.

### **DUXBURY CLIPPER**

- A reporter with this outlet inquired about a perceived increase in crashes on Route 3 in Duxbury. The reporter was provided the following comment: Please note that MassDOT is not aware of an increase in crashes on Route 3 in Duxbury, however, MassDOT sometimes is not asked to respond to every crash. Your best source on crash data for that road is Massachusetts State Police. Aside from the Route 3 resurfacing project, there are no other immediate studies or projects planned for that area by MassDOT.

### **BOSTON UNIVERSITY DAILY FREE PRESS**

- A reporter with this outlet filed a public records request with the MassDOT Legal Department regarding propane and diesel emissions from Boston Public School buses. The reporter was informed that MassDOT does not have the records responsive to this request, and was referred to the Department of Environmental Protection.

### **CAPE COD ONLINE**

- A reporter received documents today in response to her recent FOIA request for “any studies, reports, reviews or documents in regards to the Briarwood Lane Bridge and or the railroad as to how it relates to this bridge in Bourne, MA, for the past three years.”

### **BOURNE BRIDGE**

- A press release was sent today by the USACE which said: As of Monday, May 6, 2019 at about 4 p.m., all four traffic lanes on the Cape Cod Canal’s Bourne Bridge in Bourne, Mass., are now fully open and will remain open during the day, according to U.S. Army Corps of Engineers, New England District officials. Bridge repair work will still require lane restrictions for 5-6 nights over the next couple weeks until the project is completely finished.

### **DCR FOIA REQUEST**

- The Department of Conservation and Recreation (DCR) recently received a public records request seeking dam inspection reports and emergency action plans for eight dams under the jurisdiction of agency's Office of Dam Safety. MassDOT's Mill Pond Dam is included in this list of dams. Today, DCR sent the reporter a redacted copy of the emergency action plan for the dams.

### **MULTIPLE OUTLETS**

- MassDOT issued an advisory today announcing upcoming repair work to the Haymarket Center Garage. The advisory states, in part: Beginning Monday, May 13th, 2019, up to 30 percent of parking spaces will be unavailable during the repair work.

**From:** [Goddard, Jacquelyn \(DOT\)](#)  
**To:** [Riley, Judith \(DOT\)](#)  
**Subject:** Re: MassDOT EOD  
**Date:** Monday, May 06, 2019 6:03:16 PM

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Great. Please send out.

On May 6, 2019, at 6:00 PM, Riley, Judith (DOT) <[JudithReardon.Riley@dot.state.ma.us](mailto:JudithReardon.Riley@dot.state.ma.us)> wrote:

## FMCB

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<!--[if !supportLists]-->• <!--[endif]-->Today the Board was provided with an overview and update of the Rail Vision project and given a current project timeline. Project staff will return to the Board in the coming months with more data analysis.

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**Subject:** Re: MassDOT EOD  
**Date:** Monday, May 06, 2019 6:03:14 PM

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On May 6, 2019, at 6:00 PM, Riley, Judith (DOT) <[JudithReardon.Riley@dot.state.ma.us](mailto:JudithReardon.Riley@dot.state.ma.us)> wrote:

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**To:** [Goddard, Jacquelyn \(DOT\)](#)  
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- The Department of Conservation and Recreation (DCR) recently received a public records request seeking dam inspection reports and emergency action plans for eight dams under the jurisdiction of agency's Office of Dam Safety. MassDOT's Mill Pond Dam is included in this list of dams. Today, DCR sent the reporter a redacted copy of the emergency action plan for the dams.

## **MULTIPLE OUTLETS**

- MassDOT issued an advisory today announcing upcoming repair work to the Haymarket Center Garage. The advisory states, in part: Beginning Monday, May 13th, 2019, up to 30 percent of parking spaces will be unavailable during the repair work.

**From:** [Riley, Judith \(DOT\)](#)  
**To:** [Goddard, Jacquelyn \(DOT\)](#)  
**Subject:** MassDOT EOD 5:16 p.m.  
**Date:** Monday, May 06, 2019 5:18:36 PM

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## FMCB

### COMMUTER RAIL VISION

- Today the Board was provided with an overview and update of the Rail Vision project and given a current project timeline. Project staff will return to the Board in the coming months with more data analysis.

### PILOT POLICY

- Today MBTA staff reintroduced the External Pilot Policy to the Board and asked to remove the pause on allowing additional new pilots to be considered. The Board said they would not remove the pause and needed more information. Staff will come back in June with an update. The T currently has three approved pilots: early morning bus, which went well and is now permanent; the late night bus pilot currently underway; and the Commuter Rail Foxboro pilot scheduled for the fall.

### CAPITAL REVIEW AND LONG-TERM PLAN

- Today the GM updated the Board on the Capital Plan. Review of capital spending and capacity indicated a number of findings, including a re-baselined plan to **still eliminate today's deferred maintenance and replacement backlog by 2032**, which is consistent with the existing MBTA/FMCB 15-year target, while allowing for targeted modernization. Capital spending is distributed among 22 different MBTA departments, among which includes the Capital Delivery Department. To centralize spending, the MBTA will hire a Chief of Capital Program. To continue to ramp up capital spending and to sustain that spending over time, the MBTA will be adding employees to increase project volume through the spending pipeline. Forces (including limited numbers of people working as flaggers, signal maintainers, and power maintainers) both inside and outside the MBTA's control also affect the T's ability to deliver capital projects. Working to build up these resources will prevent against overextending individuals with specialized skillsets and reducing the need to make tradeoffs. While the MBTA continues to increase capital spending year over year, some of that planned spending is on expansion projects. By re-baselining spending projections, the MBTA can facilitate a ramping up of spending in a sustainable manner. The re-baseline also represents a more accurate outlook for spending by devoting the resources necessary to sustain yearly spending of approximately \$1.5 billion in non-expansion investment while also continuing spending in the near term on expansion projects: South Coast Rail and Green Line Extension. Re-baselining also reduces MBTA debt needed in the CIP window, preserving capacity for the out-years. In addition to process improvements, the MBTA will also be implementing a more robust scheduling function with the purpose of tracking projects, especially those of a smaller scale, more closely, and providing an opportunity to react sooner if and when a project falls behind schedule. The scheduling function will also establish a process of using diversions in standard service more efficiently, sequencing projects in smarter manner, and ensuring supporting services are available.

### RECENTLY AWARDED FERRY CONTRACT

- The FMCB received an update on the procurement process conducted before the awarding of a contract to run MBTA ferry service. Among the facts given to the FMCB: 3 RFPs were issued together with lengthy and detailed requirements for each of the three T routes. After today's FMCB meeting, Commonwealth Magazine asked Secretary Stephanie Pollack

several questions to clarify the discussion at the public meeting. The Secretary stated that the Board would like MBTA managers to return with a strategy for the next procurement and with thoughts on answering some questions, including whether the ferry operator (s) would provide all the boats. In response to the reporter's question the Secretary stated that Bay State Cruises, which is going to run a ferry to the new Encore Boston location, did not bid on the T ferry contract.

## **COMMONWEALTH MAGAZINE**

- Andy Metzger asked about the implementation schedule for the MBTA's system of fare collection. When asked about specific reasons for the delay, General Manager Poftak indicated that the T continues to talk with Cubic and work toward a schedule that is achievable. Noting that the new system of fare collection will impact all stations, vehicles, and customers, GM Poftak indicated that this was a project that was massive and complex, and was important that its implementation be done correctly.

## **BOSTON GLOBE**

- A letter was sent by MassDOT's Legal Department today to a reporter regarding his request related to tunnel infrastructure in Boston and risks of flooding. The letter stated that MassDOT is continuing to review potentially responsive documentation for security sensitive information and hopes to have a response for the reporter this week. MassDOT will also be returning to him \$200 which he provided to cover fees related to this inquiry.

## **WFXT TV**

- The station asked about a license suspension letter a customer received in April and the station provided the letter. MassDOT looked into the matter and sent this comment to the station at 6 p.m. on Friday, May 3: The Registry's software, in error, sent a license suspension letter to 210 customers as the system was merging the drivers' historical suspension data from the 33-year old ALARS system to the new software. The licenses of these customers were not suspended again in April 2019 as the letters suggested. Licenses remained active and the Registry system still had these customers in "good standing" should they have been stopped for a violation by a law enforcement officer. The RMV apologizes and will be contacting those customers directly to explain what happened.

### **Background:**

- On April 10, 2019 the RMV made an update to its new technology system to make sure that the correct dates for old suspensions were maintained on driving records.
  - In this process, 210 customers received letters that referenced historical suspension dates.
  - This update to the system did not cause any customers to be suspended again.
  - The RMV is sending a letter to each of the customers who received these notices to explain the error, to assure them they have active licenses, and to eliminate any confusion that may have been caused.
- A reporter with this outlet asked for a copy of the comment that was recently given to VICE Magazine regarding attempts by facial recognition companies to gain access to the Registry's data for facial recognition purposes. A MassDOT spokesperson provided the following comment that was given to the other outlet last week: "Please note that law

enforcement in the course of performing official business is able to view the Registry of Motor Vehicles' (RMV) digitized images through a web service that is maintained by the Executive Office of Public Safety and Security, Department of Criminal Justice Information Systems (EOPSS/DCJIS). The RMV does not provide access to its image files or facial recognition technology to any commercial third parties."

## **WWLP**

- A reporter requested information related to two bridges in Springfield. MassDOT advised the reporter that although there is chipping paint on one structure, the bridge is not structurally deficient and is safe for travel, and future maintenance efforts are not yet scheduled. MassDOT also informed the reporter that decorative lighting was last active approximately two decades ago on the other bridge, and there are no current plans to install lighting at this location.

## **WBZ-TV**

- A reporter requested footage of a crash in April on a specific date in the Sumner Tunnel which the station said involved an ambulance. MassDOT advised the reporter that it has no footage of this incident.
- A producer with this outlet requested the driving record for a resident of East Boston. The requested record was given to the reporter.

## **WCVB**

- A producer with this outlet contacted MassDOT to seek clarification on the total number of active Red Sox specialty license plates. She asked, "With THREE teams playing tonight, we plan to mention the specialty plate stats today. However, I need one more clarification: Your list contains one entry for Red Sox Plate and the other for Red Sox/Jimmy Fund. What's the difference? On the RMV website, there's only one Red Sox option listed. Should we add the two figures together to get an accurate number for total Red Sox plates?" A MassDOT spokesperson provided the following response: "Please note that there is only one Red Sox license plate. You can add together the figures that you reference to get the total number of active Red Sox license plates. On background: The Red Sox made a change in the charity that receives the proceeds of the plate. They used to give the proceeds to the Jimmy Fund, but then they changed and decided to also give the proceeds to the Red Sox Charitable Foundation. The Registry makes the distinction in plates to identify what proceeds go to which charity."

## **BERKSHIRE EAGLE**

- A reporter with this outlet asked for information on a proposed flashing crosswalk sign on Main Street and River Street in Dalton, and the process by which a traffic signal could be requested for this location. A MassDOT spokesperson provided the following information: "Please note that MassDOT Highway Division District 1 has not received an application for a flashing crosswalk sign for Route 9 at River Street in the Town of Dalton, and no Highway Access Permit has been issued for the installation of a sign. If the Town would like to install a flashing crosswalk sign, they would need to submit a Highway Access Permit application for such a sign. Regarding the process for the installation of a traffic signal at this location, upon request for a signal from the Town, MassDOT would evaluate the request as required in Part 4 of the Manual on Uniform Traffic Control Devices (MUTCD) (<https://mutcd.fhwa.dot.gov/pdfs/2009r1r2/part4.pdf>). At least one of the 11 traffic signal

warrants listed in Chapter 4C would need to be met for MassDOT to consider the installation of a full traffic signal.”

### **FRAMINGHAM SOURCE**

- MassDOT sent a letter to the editor responding to an opinion piece published April 27, 2019 by Mary Z. Connaughton titled “Op-Ed: Mass Pike Construction Will Impact Framingham Commuters and Trains for Years.” The letter addressed and corrected several claims made in the piece regarding the impacts the I-90 Viaduct reconstruction will have on the Worcester-Framingham Commuter Rail Line.

### **WORCESTER TELEGRAM AND GAZETTE**

- MassDOT sent a letter to the editor responding to an opinion piece published May 3, 2019 by Mary Z. Connaughton titled “As I See It: Mass Pike Rebuild Shouldn’t Impact Worcester Commuters, But it will.” The letter addressed and corrected several claims made in the piece regarding the impacts that the I-90 Viaduct reconstruction will have on the Worcester-Framingham Commuter Rail Line.

### **DUXBURY CLIPPER**

- A reporter with this outlet inquired about a perceived increase in crashes on Route 3 in Duxbury. The reporter was provided the following comment: Please note that MassDOT is not aware of an increase in crashes on Route 3 in Duxbury, however, MassDOT sometimes is not asked to respond to every crash. Your best source on crash data for that road is Massachusetts State Police. Aside from the Route 3 resurfacing project, there are no other immediate studies or projects planned for that area by MassDOT.

### **BOSTON UNIVERSITY DAILY FREE PRESS**

- A reporter with this outlet filed a public records request with the MassDOT Legal Department regarding propane and diesel emissions from Boston Public School buses. The reporter was informed that MassDOT does have the records responsive to this request, and was referred to the Department of Environmental Protection.

### **CAPE COD ONLINE**

- A reporter received documents today in response to her recent FOIA request for “any studies, reports, reviews or documents in regards to the Briarwood Lane Bridge and or the railroad as to how it relates to this bridge in Bourne, MA, for the past three years.”

### **DCR FOIA REQUEST**

- The Department of Conservation and Recreation (DCR) recently received a public records request seeking dam inspection reports and emergency action plans for eight dams under the jurisdiction of agency’s Office of Dam Safety. MassDOT’s Mill Pond Dam is included in this list of dams. Today, DCR sent the reporter a redacted copy of the emergency action plan for the dams.

### **MULTIPLE OUTLETS**

- MassDOT issued an advisory today announcing upcoming repair work to the Haymarket Center Garage. The advisory states, in part: Beginning Monday, May 13th, 2019, up to 30 percent of parking spaces will be unavailable during the repair work.



**From:** [Chanthaboun, Sye \(DOT\)](#)  
**To:** [Tramonte, David \(Guidehouse\)](#)  
**Cc:** [Richard, Hunter \(Guidehouse\)](#); [Bandoian, Austin \(DOT\)](#)  
**Subject:** RE: Remaining ATLAS Interface Questionnaires  
**Date:** Monday, May 06, 2019 5:13:40 PM  
**Attachments:** [RMV Security ATLAS Interface Review-KF edits.docx](#)

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Dave,

See attached from the RMV Security team.

Thanks,  
Sye

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Sye Chanthaboun  
857-368-7722

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**From:** Tramonte, David (Guidehouse)  
**Sent:** Tuesday, April 23, 2019 6:29 PM  
**To:** Chanthaboun, Sye (DOT) <[Sye.Chanthaboun@dot.state.ma.us](mailto:Sye.Chanthaboun@dot.state.ma.us)>  
**Cc:** Richard, Hunter (Guidehouse) <[Hunter.Richard@dot.state.ma.us](mailto:Hunter.Richard@dot.state.ma.us)>; Bandoian, Austin (DOT) <[Austin.Bandoian@dot.state.ma.us](mailto:Austin.Bandoian@dot.state.ma.us)>  
**Subject:** RE: Remaining ATLAS Interface Questionnaires

Okay – good to know. Thanks for the update.

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**From:** Chanthaboun, Sye (DOT) <[Sye.Chanthaboun@dot.state.ma.us](mailto:Sye.Chanthaboun@dot.state.ma.us)>  
**Sent:** Tuesday, April 23, 2019 5:49 PM  
**To:** Tramonte, David (Guidehouse) <[David.Tramonte@dot.state.ma.us](mailto:David.Tramonte@dot.state.ma.us)>  
**Cc:** Richard, Hunter (Guidehouse) <[Hunter.Richard@dot.state.ma.us](mailto:Hunter.Richard@dot.state.ma.us)>; Bandoian, Austin (DOT) <[Austin.Bandoian@dot.state.ma.us](mailto:Austin.Bandoian@dot.state.ma.us)>  
**Subject:** RE: Remaining ATLAS Interface Questionnaires

I should be able to get the training questionnaire this week. Unfortunately, I've gotten no responses on the others so I'll have to follow up again.

-----  
Sye Chanthaboun  
857-368-7722

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**From:** Tramonte, David (Guidehouse)  
**Sent:** Tuesday, April 23, 2019 1:37 PM  
**To:** Chanthaboun, Sye (DOT) <[Sye.Chanthaboun@dot.state.ma.us](mailto:Sye.Chanthaboun@dot.state.ma.us)>  
**Cc:** Richard, Hunter (Guidehouse) <[Hunter.Richard@dot.state.ma.us](mailto:Hunter.Richard@dot.state.ma.us)>; Bandoian, Austin (DOT) <[Austin.Bandoian@dot.state.ma.us](mailto:Austin.Bandoian@dot.state.ma.us)>  
**Subject:** RE: Remaining ATLAS Interface Questionnaires

Hi Sye,

Just checking in - any word from the business owners regarding this request?

Thank you,  
Dave

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**From:** Chanthaboun, Sye (DOT) <[Sye.Chanthaboun@dot.state.ma.us](mailto:Sye.Chanthaboun@dot.state.ma.us)>  
**Sent:** Wednesday, April 17, 2019 3:41 PM  
**To:** Tramonte, David (Guidehouse) <[David.Tramonte@dot.state.ma.us](mailto:David.Tramonte@dot.state.ma.us)>  
**Cc:** Richard, Hunter (Guidehouse) <[Hunter.Richard@dot.state.ma.us](mailto:Hunter.Richard@dot.state.ma.us)>; Bandoian, Austin (DOT) <[Austin.Bandoian@dot.state.ma.us](mailto:Austin.Bandoian@dot.state.ma.us)>; Primerano, John (DOT) <[John.Primerano@dot.state.ma.us](mailto:John.Primerano@dot.state.ma.us)>  
**Subject:** RE: Remaining ATLAS Interface Questionnaires

Dave,

After reviewing the questionnaires, I think it makes more sense for me to follow up with the business owners to have them complete their respective documents. The processes are very specific to their department and I would only be making educated guesses.

I've forwarded the documents to the business owners and will follow up with them individually.

Thanks,  
Sye

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Sye Chanthaboun  
857-368-7722

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**From:** Tramonte, David (Guidehouse)  
**Sent:** Tuesday, April 16, 2019 5:24 PM  
**To:** Chanthaboun, Sye (DOT) <[Sye.Chanthaboun@dot.state.ma.us](mailto:Sye.Chanthaboun@dot.state.ma.us)>  
**Cc:** Richard, Hunter (Guidehouse) <[Hunter.Richard@dot.state.ma.us](mailto:Hunter.Richard@dot.state.ma.us)>; Bandoian, Austin (DOT) <[Austin.Bandoian@dot.state.ma.us](mailto:Austin.Bandoian@dot.state.ma.us)>; Primerano, John (DOT) <[John.Primerano@dot.state.ma.us](mailto:John.Primerano@dot.state.ma.us)>  
**Subject:** RE: Remaining ATLAS Interface Questionnaires

Perfect – thank you.

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**From:** Chanthaboun, Sye (DOT) <[Sye.Chanthaboun@dot.state.ma.us](mailto:Sye.Chanthaboun@dot.state.ma.us)>  
**Sent:** Tuesday, April 16, 2019 5:21 PM  
**To:** Tramonte, David (Guidehouse) <[David.Tramonte@dot.state.ma.us](mailto:David.Tramonte@dot.state.ma.us)>  
**Cc:** Richard, Hunter (Guidehouse) <[Hunter.Richard@dot.state.ma.us](mailto:Hunter.Richard@dot.state.ma.us)>; Bandoian, Austin (DOT) <[Austin.Bandoian@dot.state.ma.us](mailto:Austin.Bandoian@dot.state.ma.us)>; Primerano, John (DOT) <[John.Primerano@dot.state.ma.us](mailto:John.Primerano@dot.state.ma.us)>

**Subject:** RE: Remaining ATLAS Interface Questionnaires

I can work on the questionnaires and send them to you by Thursday.

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Sye Chanthaboun  
857-368-7722

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**From:** Tramonte, David (Guidehouse)  
**Sent:** Tuesday, April 16, 2019 5:11 PM  
**To:** Chanthaboun, Sye (DOT) <[Sye.Chanthaboun@dot.state.ma.us](mailto:Sye.Chanthaboun@dot.state.ma.us)>  
**Cc:** Richard, Hunter (Guidehouse) <[Hunter.Richard@dot.state.ma.us](mailto:Hunter.Richard@dot.state.ma.us)>; Bandoian, Austin (DOT) <[Austin.Bandoian@dot.state.ma.us](mailto:Austin.Bandoian@dot.state.ma.us)>  
**Subject:** Remaining ATLAS Interface Questionnaires

Hi Sye,

Thank you for recently filling out our ATLAS Interface questionnaire for AAA Offices and RMV Service Centers – you have been a massive help.

Unfortunately, we did not receive completed questionnaires from several departments, including:

- Enforcement Services
- OPMI
- RMV Security
- RMV Training

Gary and Matt suggested that we reach out to you to help complete the remaining questionnaires, which are already formatted for each of these departments. However, we hope to be respectful of your time, and want to confirm that completing these would not be too much of a burden on you. Please let us know whether you have the bandwidth to complete these sometime within the next few days.

Thank you,  
Dave

**Dave Tramonte**  
Consultant, Guidehouse

MassDOT Business Impact Analysis Project  
10 Park Plaza, Suite 8350  
Boston, MA 02116  
781-367-2709

**From:** [Steier, Paul](#)  
**Subject:** AAMVA Fraud Awareness Call Agenda: Wednesday May 8 @ 12:00pm CST  
**Date:** Monday, May 06, 2019 5:13:32 PM

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Hello everyone:

Our next fraud awareness call is scheduled for *Wednesday May 8 @ 12:00 pm CST*. The agenda and calling instructions are included below. You will receive an audio pin after logging into the GoToMeeting link. This audio pin allows you to speak and be heard during the meeting. As a reminder, all participants will be placed on mute while the presenter is speaking. Looking forward to a great discussion.

## **AAMVA Fraud Awareness Call**

Wed, May 8, 2019 12:00 PM - 1:00 PM CDT

**Please join my meeting from your computer, tablet or smartphone.**

<https://global.gotomeeting.com/join/592839181>

**You can also dial in using your phone.**

United States: [+1 \(646\) 749-3112](tel:+16467493112)

**Access Code: 592-839-181**

**Joining from a video-conferencing room or system?**

Dial: 67.217.95.2##592839181

Cisco devices: [592839181@67.217.95.2](tel:592839181@67.217.95.2)

First GoToMeeting? Let's do a quick system check:

<https://link.gotomeeting.com/system-check>

## **AAMVA Fraud Awareness Call**

### **Agenda**

**May 8, 2019**

### **Investigative Resources and Case Updates**

- \* Update of the AAMVA Imported Vehicle Working Group activities  
Megan Bergum, Section Chief - Wisconsin Division of Motor Vehicles and Alacia Moore,  
Program Specialist - Virginia Department of Motor Vehicles  
Email: [Megan.Bergum@dot.wi.gov](mailto:Megan.Bergum@dot.wi.gov) Phone: 608.264.7353 Email:  
[alacia.moore@dmv.virginia.gov](mailto:alacia.moore@dmv.virginia.gov) Phone: 804.367.0659
- \* Wisconsin temporary identity document and related fraud  
Susan Schilz, Compliance Supervisor – Wisconsin Division of Motor Vehicles  
Email: [susanh.schilz@dot.wi.gov](mailto:susanh.schilz@dot.wi.gov) Phone: 608.267.4524
- \* Wholesale dealer licensing fraud  
Michael Domke, Section Chief – Wisconsin Bureau of Vehicle Services  
Email: [michaell.domke@dot.wi.gov](mailto:michaell.domke@dot.wi.gov) Phone: 608.264.7000

\* Research into the scope of the use of counterfeit driver licenses and identity documents  
Don Morrison, Program Analyst – U.S. Department of Homeland Security – TSA  
Email: [Donald.morrison@tsa.dhs.gov](mailto:Donald.morrison@tsa.dhs.gov) Phone: 571.227.4535

\* AAMVA Standing Committee Opportunities  
<https://www.aamva.org/committees-and-working-groups/>  
Paul Steier

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\* **NMVTIS (National Motor Vehicle Title Information System) Updates - AAMVA - Vivienne Cameron**  
Email: [vcameron@aamva.org](mailto:vcameron@aamva.org) Phone: 703.908.8261

\* **AAMVA ID Document and Fraud Alert SharePoint Site Updates - AAMVA – Denise Hanchulak**  
Email: [dhanchulak@aamva.org](mailto:dhanchulak@aamva.org) Phone: 703.908.5767

\* **AAMVA Fraud Detection & Remediation (FDR) Training Program updates – AAMVA – Steven Sebestyen**  
Email: [ssebestyen@aamva.org](mailto:ssebestyen@aamva.org) Phone: 262.527.9983

[Fraud Detection and Remediation \(FDR\)](#) e-learning, our most widely-accessed voluntary program.

Please visit the AAMVA website and follow the FDR Training path to review program details and access the download page. Please remember that you will need to use your AAMVA User ID and Password to access the material. **Individual students should not attempt to retrieve the courseware from the AAMVA website. Instead, downloads are designed so that single training contacts can access the courseware on behalf of their agencies and then deploy the training throughout their organizations.**

\* **Training Opportunities** (Please share future training opportunities.)

- AAMVA – <http://www.aamva.org/> (Fraud and investigative topics at each conference.)

- May 14 – 16, 2019 Region 1 Conference – Cambridge, MD
- June 19, 2019 @ 2:00pm EST Webinar – Disability Placard and Plate Fraud: Investigations and Best Practices
- June 24 – 26, 2019 Region 2 Conference – Houston, TX
- July 15 – 17, 2019 Region 4 Conference – Denver, CO
- August 7, 2019 @ 2:00pm EST Webinar - Vehicle Identification Number (VIN) Part 2: Locations and Physical Inspections
- August 20 – 22, 2019 International Conference – Omaha, NE
- October 22 – 24, 2019 Region 3 Conference – Milwaukee, WI

**AAMVA Archived Webinars: Fraud and Law Enforcement Trainings**  
(<https://www.aamva.org/Webinar-Archives/>)

**2018**

- November: Law Enforcement Interaction with the mobile Driver's License
- September: Odometer Fraud Investigative Techniques

- July: Vehicle Finance & Title Fraud
- March: Facial Recognition Applications & Face Examination Procedures

**2017**

- December: Vehicle Importing & Exporting Challenges: Law Enforcement and Motor Vehicle Agency Resources
- July: Resources For DMV Investigations, Part 2; Verification Systems, NMVTIS Law Enforcement Access Tool (LEAT), Fraud Alerts, Awards, and AAMVA.org Services
- June: Resources For DMV Investigations, Part 1; Law Enforcement Programs Overview, Investigator and Fraud Integration, and the Fraud Detection & Remediation (FDR) - May: DMV Investigator & Successful Prosecution Partnerships

**2016**

- December: NY DMV Underage Drinking Stings: A Jurisdiction Program Showcase - April: How You Can Help in the Fight Against Human Trafficking

**IAATI** (International Association of Auto Theft Investigators)- <https://www.iaati.org/>

- May 13 – 16 NE – IAATI Annual Training Bridgewater, NJ

<https://www.iaati.org/events/entry/2019-nerc-annual-training-seminar>

- June 2 – 6 NCRC and SERC Joint Training Seminar Lexington, KY

<https://www.iaati.org/events/entry/2019-ncrc-and-serc-joint-training-seminar>

- September 15 – 20, 2019 International Conference Glasgow, Scotland

<https://www.iaati.org/events/entry/67th-annual-international-training-seminar-glasgow-scotland>

**NOTFEA** (National Odometer and Title Fraud Enforcement Association) -

<http://www.notfea.org/>

- June 2 – 5, 2019 NOTFEA Annual Conference St. Louis, Missouri

**Open Discussion**

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**Next AAMVA Fraud Awareness Calls**

**Wednesday June 20 @ 12:00pm CST \* Note Date Change**

**Wednesday July 31 @ 12:00pm CST**

**Wednesday September 4 @ 12:00pm CST**

**Paul Steier | Law Enforcement Program Manager | AAMVA | 703.270.8932 | [psteier@aamva.org](mailto:psteier@aamva.org) | [www.aamva.org](http://www.aamva.org)**

**Be part of the solution.**

[Help protect states and consumers from vehicle fraud and unsafe vehicles; get information from the National Motor Vehicle Title Information System](#)

**From:** [Riley, Judith \(DOT\)](#)  
**To:** [Michael.Saccone@coxinc.com](mailto:Michael.Saccone@coxinc.com)  
**Cc:** [Goddard, Jacquelyn \(DOT\)](#)  
**Subject:** Boston 25 News  
**Date:** Monday, May 06, 2019 5:10:46 PM

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Hi Mike,

Please find below information concerning your inquiry.

Please note that law enforcement in the course of performing official business is able to view the Registry of Motor Vehicles' (RMV) digitized images through a web service that is maintained by the Executive Office of Public Safety and Security, Department of Criminal Justice Information Systems (EOPSS/DCJIS). The RMV does not provide access to its image files or facial recognition technology to any commercial third parties.

Thank you very much.

Regards,

Judi

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**From:** Saccone, Michael (CMG-Boston) <[Michael.Saccone@coxinc.com](mailto:Michael.Saccone@coxinc.com)>  
**Sent:** Monday, May 6, 2019 4:49 PM  
**To:** Riley, Judith (DOT) <[JudithReardon.Riley@dot.state.ma.us](mailto:JudithReardon.Riley@dot.state.ma.us)>; Goddard, Jacquelyn (DOT) <[Jacquelyn.Goddard@dot.state.ma.us](mailto:Jacquelyn.Goddard@dot.state.ma.us)>  
**Subject:** Boston 25 News

Hey Judy –

Hope all is well.

Looking to see if we can also obtain a copy of the statement you reportedly sent to Motherboard last week regarding Suspect Technologies inquiring to Massachusetts police departments about gaining access to the RMV database.

Thanks,

Mike

Mike Saccone  
Boston 25 News  
781-467-1033

**From:** [Goddard, Jacquelyn \(DOT\)](#)  
**To:** [Riley, Judith \(DOT\)](#)  
**Cc:** [Deveney, Erin \(DOT\)](#)  
**Subject:** Re: Boston 25 News  
**Date:** Monday, May 06, 2019 5:03:21 PM

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Please send.

On May 6, 2019, at 4:58 PM, Riley, Judith (DOT) <[JudithReardon.Riley@dot.state.ma.us](mailto:JudithReardon.Riley@dot.state.ma.us)> wrote:

Hi Jacque,

Boston 25 News is looking for the information that I sent to Motherboard/VICE last week. Is it okay to send this information copied below to Boston 25 News?

**Request:**

Looking to see if we can also obtain a copy of the statement you reportedly sent to Motherboard last week regarding Suspect Technologies inquiring to Massachusetts police departments about gaining access to the RMV database.

**Response:**

Please find below information concerning your inquiry.

Please note that law enforcement in the course of performing official business is able to view the Registry of Motor Vehicles' (RMV) digitized images through a web service that is maintained by the Executive Office of Public Safety and Security, Department of Criminal Justice Information Systems (EOPSS/DCJIS). The RMV does not provide access to its image files or facial recognition technology to any commercial third parties.

Thank you very much.

Regards,

Judi

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**From:** Saccone, Michael (CMG-Boston) <[Michael.Saccone@coxinc.com](mailto:Michael.Saccone@coxinc.com)>  
**Sent:** Monday, May 6, 2019 4:49 PM  
**To:** Riley, Judith (DOT) <[JudithReardon.Riley@dot.state.ma.us](mailto:JudithReardon.Riley@dot.state.ma.us)>; Goddard, Jacquelyn (DOT) <[Jacquelyn.Goddard@dot.state.ma.us](mailto:Jacquelyn.Goddard@dot.state.ma.us)>  
**Subject:** Boston 25 News



Hey Judy –

Hope all is well.

Looking to see if we can also obtain a copy of the statement you reportedly sent to Motherboard last week regarding Suspect Technologies inquiring to Massachusetts police departments about gaining access to the RMV database.

Thanks,

Mike

Mike Saccone

Boston 25 News

781-467-1033

**From:** [Jacquelyn.Goddard@dot.state.ma.us](mailto:Jacquelyn.Goddard@dot.state.ma.us)  
**To:** [Riley, Judith \(DOT\)](#)  
**Cc:** [Deveney, Erin \(DOT\)](#)  
**Subject:** Re: Boston 25 News  
**Date:** Monday, May 06, 2019 5:03:20 PM

---

Please send.

On May 6, 2019, at 4:58 PM, Riley, Judith (DOT) <[JudithReardon.Riley@dot.state.ma.us](mailto:JudithReardon.Riley@dot.state.ma.us)> wrote:

Hi Jacque,

Boston 25 News is looking for the information that I sent to Motherboard/VICE last week. Is it okay to send this information copied below to Boston 25 News?

**Request:**

Looking to see if we can also obtain a copy of the statement you reportedly sent to Motherboard last week regarding Suspect Technologies inquiring to Massachusetts police departments about gaining access to the RMV database.

**Response:**

Please find below information concerning your inquiry.

Please note that law enforcement in the course of performing official business is able to view the Registry of Motor Vehicles' (RMV) digitized images through a web service that is maintained by the Executive Office of Public Safety and Security, Department of Criminal Justice Information Systems (EOPSS/DCJIS). The RMV does not provide access to its image files or facial recognition technology to any commercial third parties.

Thank you very much.

Regards,

Judi

---

**From:** Saccone, Michael (CMG-Boston) <[Michael.Saccone@coxinc.com](mailto:Michael.Saccone@coxinc.com)>  
**Sent:** Monday, May 6, 2019 4:49 PM  
**To:** Riley, Judith (DOT) <[JudithReardon.Riley@dot.state.ma.us](mailto:JudithReardon.Riley@dot.state.ma.us)>; Goddard, Jacquelyn (DOT) <[Jacquelyn.Goddard@dot.state.ma.us](mailto:Jacquelyn.Goddard@dot.state.ma.us)>  
**Subject:** Boston 25 News

Hey Judy –

Hope all is well.

Looking to see if we can also obtain a copy of the statement you reportedly sent to Motherboard last week regarding Suspect Technologies inquiring to Massachusetts police departments about gaining access to the RMV database.

Thanks,

Mike

Mike Saccone

Boston 25 News

781-467-1033

**From:** [Fitzgerald, Steven \(DOT\)](#)  
**To:** [Mann, Derrick \(DOT\)](#)  
**Subject:** RE: DOT - Active (Open) Requisition Detail (002).xlsx  
**Date:** Monday, May 06, 2019 5:03:18 PM  
**Attachments:** [image002.png](#)  
[DOT - Active \(Open\) Requisition Detail \(002\).xlsx](#)  
[HR CivilRights Utilization Analysis and Goals Orig2018.pdf](#)

---

Derrick,

Please see the attached revised spreadsheet and Utilization Report.

Thank you.

Steve

---

**From:** Mann, Derrick (DOT)  
**Sent:** Monday, May 06, 2019 1:43 PM  
**To:** Fitzgerald, Steven (DOT)  
**Subject:** FW: DOT - Active (Open) Requisition Detail (002).xlsx

Thank you

---

**From:** Constantine, Rashida (DOT)  
**Sent:** Monday, May 06, 2019 12:36 PM  
**To:** Mann, Derrick (DOT)  
**Subject:** DOT - Active (Open) Requisition Detail (002).xlsx

Hi Derrick

Hope you're feeling better you were missed. Here is the document that I was talking to you about when it came to getting the information on it that shows whether or not this particular job/department is underutilized in whatever respective area whether it gender, race, age ..etc... however you guys in oDCR have it showing as. Let me know if you have time today as we have a meeting tomorrow that I need to prepare this information for. Thank you!!

*Rashida Constantine*

**Massachusetts Department of Transportation**

Human Resources Business Partner

10 Park Plaza – Suite 3170 | Boston, MA 02116

Tel 857.368.8561 | Cell 617.875.4461



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**From:** [Riley, Judith \(DOT\)](#)  
**To:** [Goddard, Jacquelyn \(DOT\)](#)  
**Cc:** [Deveney, Erin \(DOT\)](#)  
**Subject:** Boston 25 News  
**Date:** Monday, May 06, 2019 4:58:17 PM

---

Hi Jacque,

Boston 25 News is looking for the information that I sent to Motherboard/VICE last week. Is it okay to send this information copied below to Boston 25 News?

**Request:**

Looking to see if we can also obtain a copy of the statement you reportedly sent to Motherboard last week regarding Suspect Technologies inquiring to Massachusetts police departments about gaining access to the RMV database.

**Response:**

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Regards,

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**From:** Saccone, Michael (CMG-Boston) <Michael.Saccone@coxinc.com>  
**Sent:** Monday, May 6, 2019 4:49 PM  
**To:** Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>; Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>  
**Subject:** Boston 25 News

Hey Judy –

Hope all is well.

Looking to see if we can also obtain a copy of the statement you reportedly sent to Motherboard last week regarding Suspect Technologies inquiring to Massachusetts police departments about gaining access to the RMV database.

Thanks,

Mike

Mike Saccone  
Boston 25 News  
781-467-1033

**From:** [Foley, Karyn L. \(DOT\)](#)  
**To:** [Chanthaboun, Sye \(DOT\)](#)  
**Subject:** RE: Remaining ATLAS Interface Questionnaires  
**Date:** Monday, May 06, 2019 4:32:56 PM  
**Attachments:** [RMV Security ATLAS Interface Review-KF edits.docx](#)

---

Please see attached.

---

**From:** Chanthaboun, Sye (DOT)  
**Sent:** Monday, May 6, 2019 4:21 PM  
**To:** Foley, Karyn L. (DOT)  
**Subject:** RE: Remaining ATLAS Interface Questionnaires

Hi,

Can you send the document back with the interfaces you identified?

For Business Partner, just select the SDIP interfaces needed for the demo.  
For System Access, etc., just select the SEC business verification interface. You don't need to check off which business has a login.

Thanks,  
Sye

-----  
Sye Chanthaboun  
857-368-7722

---

**From:** Foley, Karyn L. (DOT)  
**Sent:** Monday, May 6, 2019 12:23 PM  
**To:** Chanthaboun, Sye (DOT) <[Sye.Chanthaboun@dot.state.ma.us](mailto:Sye.Chanthaboun@dot.state.ma.us)>  
**Subject:** RE: Remaining ATLAS Interface Questionnaires

Hi Sye, I don't need any partners support for those interface name. (the closest would be Insurance Companies (SDIP) develop & deliver demo of eService Portal to SDIP Partners. As for the System Access, documentation, etc. Some of these partners send in an access agreement, I manage access for some of the companies but it may be VPN and not ALARS or ATLAS. Also, the only interface Name I would be using in R2 would be SEC's Business Verification when I add a business to ATLAS for access. (Not sure exactly this is how it will happen but I would like to verify a business before adding it.) Let me know if you need me to check off which business has a login I handle or Access Agreements. (I don't believe this is what is this document is for, but I will check off the applicable ones.) The only interface (on the document) I would need to do my job is the ones listed above.  
Thanks. Karyn

---

**From:** Chanthaboun, Sye (DOT)  
**Sent:** Wednesday, April 17, 2019 12:52 PM  
**To:** Foley, Karyn L. (DOT)



**Subject:** FW: Remaining ATLAS Interface Questionnaires

Karyn,

Can you fill out the attached questionnaire? The way to look at this is: To effectively perform security functions (Business Partner Support or System Access, Documentation Review, and Analysis), are the interfaces listed in the rows needed?

Let me know if you want to chat.

Thanks,

Sye

-----  
Sye Chanthaboun  
857-368-7722

---

**From:** Tramonte, David (Guidehouse)

**Sent:** Tuesday, April 16, 2019 5:11 PM

**To:** Chanthaboun, Sye (DOT) <[Sye.Chanthaboun@dot.state.ma.us](mailto:Sye.Chanthaboun@dot.state.ma.us)>

**Cc:** Richard, Hunter (Guidehouse) <[Hunter.Richard@dot.state.ma.us](mailto:Hunter.Richard@dot.state.ma.us)>; Bandoian, Austin (DOT) <[Austin.Bandoian@dot.state.ma.us](mailto:Austin.Bandoian@dot.state.ma.us)>

**Subject:** Remaining ATLAS Interface Questionnaires

Hi Sye,

Thank you for recently filling out our ATLAS Interface questionnaire for AAA Offices and RMV Service Centers – you have been a massive help.

Unfortunately, we did not receive completed questionnaires from several departments, including:

- Enforcement Services
- OPMI
- RMV Security
- RMV Training

Gary and Matt suggested that we reach out to you to help complete the remaining questionnaires, which are already formatted for each of these departments. However, we hope to be respectful of your time, and want to confirm that completing these would not be too much of a burden on you. Please let us know whether you have the bandwidth to complete these sometime within the next few days.

Thank you,

Dave

**Dave Tramonte**

Consultant, Guidehouse

MassDOT Business Impact Analysis Project

10 Park Plaza, Suite 8350

Boston, MA 02116

781-367-2709

**From:** [Liam Sullivan](#)  
**To:** [Falcon, Eric \(DOT\)](#); [Falcon, Eric \(DOT\) \(eric.falcon@state.ma.us\)](#)  
**Subject:** article on facial rec and RMV  
**Date:** Monday, May 06, 2019 4:17:58 PM  
**Attachments:** [image001.png](#)

---

<https://www.msn.com/en-us/autos/news/firm-targeted-ma-police-departments-for-facial-recognition-tech/ar-AAAYWLR>

**Liam Sullivan**  
Vice President of Marketing & Communication  
617-428-4250

**PowerOptions**  
129 South Street, 5th Floor  
Boston, MA 02111  
[www.poweroptions.org](http://www.poweroptions.org)

[LinkedIn](#) | [Facebook](#) | [Twitter](#)

-



**From:** [Commonwealth Fusion Center \(POL\)](#)  
**To:** [REDACTED]  
**Subject:** FW: facial recognition  
**Date:** Monday, May 06, 2019 4:04:07 PM  
**Attachments:** [REDACTED]

---

[REDACTED]

[REDACTED]

---

**From:** [REDACTED]@flhsmv.gov>  
**Sent:** Monday, May 6, 2019 2:58 PM  
**To:** Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>  
**Subject:** facial recognition

[REDACTED]

[REDACTED]

---

This email originated from a Florida Department of Highway Safety and Motor Vehicles email address.  
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---

**From:** [Goutham, Anu \(DOT\)](#)  
**To:** [Getchell, Van \(DOT\)](#); [Bryant, Gabby \(GuideHouse\)](#); [Nawrocki, Diane \(DOT\)](#)  
**Subject:** RE: Application Lists for Review  
**Date:** Monday, May 06, 2019 4:03:22 PM  
**Attachments:** [Copy of MassDOT Consolidated RMV Applications\\_050619.xlsx](#)

---

Updated.

I have 1 BA on team that can help with questions on Crash. For others, please continue to work with Application owners and ask them high level questions on dependencies/other

Anu Goutham  
Director, RMV Applications  
Work 857.368.9890 | Mobile 857.343.0088

---

**From:** Getchell, Van (DOT) <Van.Getchell@dot.state.ma.us>  
**Sent:** Monday, May 6, 2019 3:12 PM  
**To:** Goutham, Anu (DOT) <Anu.Goutham@dot.state.ma.us>; Bryant, Gabby (GuideHouse) <Gabby.Bryant@dot.state.ma.us>; Nawrocki, Diane (DOT) <Diane.Nawrocki@dot.state.ma.us>  
**Subject:** Re: Application Lists for Review

Hi Anu,

Please find attached the prioritized RMV applications that you shared with us last week. We have added a new column so you can add the Business Analysts to each application.

Thank you!

Best,  
Van & Gabby

Van Getchell  
[Van.Getchell@dot.state.ma.us](mailto:Van.Getchell@dot.state.ma.us)  
Mobile: (774) 364-5316

---

**From:** Goutham, Anu (DOT)  
**Sent:** Tuesday, April 30, 2019 10:56:34 AM  
**To:** Bryant, Gabby (GuideHouse); Nawrocki, Diane (DOT)  
**Cc:** Getchell, Van (DOT); Hunter Richard; [gregory.tomchick@ankura.com](mailto:gregory.tomchick@ankura.com); [ankur.sheth@ankura.com](mailto:ankur.sheth@ankura.com)  
**Subject:** RE: Application Lists for Review

RMV list attached.

Anu Goutham  
Director, RMV Applications  
Work 857.368.9890 | Mobile 857.343.0088

---

**From:** Bryant, Gabby (GuideHouse) <[Gabby.Bryant@dot.state.ma.us](mailto:Gabby.Bryant@dot.state.ma.us)>

**Sent:** Monday, April 29, 2019 2:55 PM

**To:** Nawrocki, Diane (DOT) <[Diane.Nawrocki@dot.state.ma.us](mailto:Diane.Nawrocki@dot.state.ma.us)>; Goutham, Anu (DOT) <[Anu.Goutham@dot.state.ma.us](mailto:Anu.Goutham@dot.state.ma.us)>

**Cc:** Getchell, Van (DOT) <[Van.Getchell@dot.state.ma.us](mailto:Van.Getchell@dot.state.ma.us)>; Hunter Richard <[hrichard@guidehouse.com](mailto:hrichard@guidehouse.com)>; [gregory.tomchick@ankura.com](mailto:gregory.tomchick@ankura.com); [ankur.sheth@ankura.com](mailto:ankur.sheth@ankura.com)

**Subject:** Application Lists for Review

Hi Diane and Anu,

I hope you both had a great weekend. Van and I compiled a consolidated list of applications for you both to review. We have created a column where you can enter the order in which you would like us to review the corresponding applications. In addition, if there are missing owners please share their names. If possible, please provide the priority ranking by Thursday morning.

Thank you,

Gabby and Van

**From:** [Nawrocki, Diane \(DOT\)](#)  
**To:** [Getchell, Van \(DOT\)](#); [Bryant, Gabby \(GuideHouse\)](#); [Richard, Hunter \(Guidehouse\)](#)  
**Cc:** [Goutham, Anu \(DOT\)](#); [Nawrocki, Diane \(DOT\)](#)  
**Subject:** FW: Application Lists for Review  
**Date:** Monday, May 06, 2019 3:48:35 PM  
**Attachments:** [2019 04 MassDOT Consolidated HWY Applications\\_FINAL.xlsx](#)  
[2019 04 MassDOT Consolidated HWY Applications\\_BAs AddedFINAL.xlsx](#)

---

Team,

I created a new column for the business analysts in the original list I sent you to keep it all on one Excel spreadsheet.

Diane

Diane Nawrocki  
Director Highway IT Applications  
857-368-9780

---

**From:** Nawrocki, Diane (DOT) <[Diane.Nawrocki@dot.state.ma.us](mailto:Diane.Nawrocki@dot.state.ma.us)>  
**Sent:** Tuesday, April 30, 2019 11:34 AM  
**To:** Bryant, Gabby (GuideHouse) <[Gabby.Bryant@dot.state.ma.us](mailto:Gabby.Bryant@dot.state.ma.us)>; Getchell, Van (DOT) <[Van.Getchell@dot.state.ma.us](mailto:Van.Getchell@dot.state.ma.us)>  
**Cc:** Goutham, Anu (DOT) <[Anu.Goutham@dot.state.ma.us](mailto:Anu.Goutham@dot.state.ma.us)>; Nawrocki, Diane (DOT) <[Diane.Nawrocki@dot.state.ma.us](mailto:Diane.Nawrocki@dot.state.ma.us)>; DOT-DL-IT-Applications-Highway-AppDev <[DOT-DL-IT-Applications-Highway-AppDev@dot.state.ma.us](mailto:DOT-DL-IT-Applications-Highway-AppDev@dot.state.ma.us)>; DOT-DL-IT-Applications-Highway-AppMgmt <[DOT-DL-IT-Applications-Highway-AppMgmt@dot.state.ma.us](mailto:DOT-DL-IT-Applications-Highway-AppMgmt@dot.state.ma.us)>  
**Subject:** FW: Application Lists for Review

Gabby and Van,

I grouped priorities together and you and the IT SME's will have to determine which ones can be discussed at one time.

I am trying to limit the amount of time each developer SME attends separate meetings on this topic.

Team... If you have any questions prior or after your meeting with Guidehouse, please let me know. Also, as a reminder, this study, Application Analysis, is being conducted to aid us in the collaboration aspect of application health across MassDOT IT.

Thanks,  
Diane

Diane Nawrocki  
Director Highway IT Applications  
857-368-9780

---

**From:** Bryant, Gabby (GuideHouse) <[Gabby.Bryant@dot.state.ma.us](mailto:Gabby.Bryant@dot.state.ma.us)>



**Sent:** Monday, April 29, 2019 2:55 PM

**To:** Nawrocki, Diane (DOT) <[Diane.Nawrocki@dot.state.ma.us](mailto:Diane.Nawrocki@dot.state.ma.us)>; Goutham, Anu (DOT) <[Anu.Goutham@dot.state.ma.us](mailto:Anu.Goutham@dot.state.ma.us)>

**Cc:** Getchell, Van (DOT) <[Van.Getchell@dot.state.ma.us](mailto:Van.Getchell@dot.state.ma.us)>; Hunter Richard <[hRichard@guidehouse.com](mailto:hRichard@guidehouse.com)>; [gregory.tomchick@ankura.com](mailto:gregory.tomchick@ankura.com); [ankur.sheth@ankura.com](mailto:ankur.sheth@ankura.com)

**Subject:** Application Lists for Review

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Thank you,

Gabby and Van

**From:** [Getchell, Van \(DOT\)](#)  
**To:** [Goutham, Anu \(DOT\)](#); [Bryant, Gabby \(GuideHouse\)](#); [Nawrocki, Diane \(DOT\)](#)  
**Subject:** Re: Application Lists for Review  
**Date:** Monday, May 06, 2019 3:11:32 PM  
**Attachments:** [MassDOT Consolidated RMV Applications\\_050619.xlsx](#)

---

Hi Anu,

Please find attached the prioritized RMV applications that you shared with us last week. We have added a new column so you can add the Business Analysts to each application.

Thank you!

Best,  
Van & Gabby

Van Getchell  
Van.Getchell@dot.state.ma.us  
Mobile: (774) 364-5316

---

**From:** Goutham, Anu (DOT)  
**Sent:** Tuesday, April 30, 2019 10:56:34 AM  
**To:** Bryant, Gabby (GuideHouse); Nawrocki, Diane (DOT)  
**Cc:** Getchell, Van (DOT); Hunter Richard; gregory.tomchick@ankura.com; ankur.sheth@ankura.com  
**Subject:** RE: Application Lists for Review

RMV list attached.

Anu Goutham  
Director, RMV Applications  
Work 857.368.9890 | Mobile 857.343.0088

---

**From:** Bryant, Gabby (GuideHouse) <Gabby.Bryant@dot.state.ma.us>  
**Sent:** Monday, April 29, 2019 2:55 PM  
**To:** Nawrocki, Diane (DOT) <Diane.Nawrocki@dot.state.ma.us>; Goutham, Anu (DOT) <Anu.Goutham@dot.state.ma.us>  
**Cc:** Getchell, Van (DOT) <Van.Getchell@dot.state.ma.us>; Hunter Richard <hrichard@guidehouse.com>; gregory.tomchick@ankura.com; ankur.sheth@ankura.com  
**Subject:** Application Lists for Review

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owners please share their names. If possible, please provide the priority ranking by Thursday morning.

Thank you,

Gabby and Van

**From:** [Wood, Matthew \(DOT\)](#)  
**To:** [Winter, Adam \(DOT\)](#)  
**Subject:** FW: BIA Criticality Matrix  
**Date:** Monday, May 06, 2019 3:08:23 PM  
**Attachments:** [MassDOT Recovery Capability Document and Criticality Tiers vF.xlsx](#)

---

**From:** Wood, Matthew (DOT)  
**Sent:** Monday, April 29, 2019 10:18 PM  
**To:** Primerano, John (DOT) <John.Primerano@dot.state.ma.us>; Bedard, David (DOT) <David.Bedard@dot.state.ma.us>; Nawrocki, Diane (DOT) <Diane.Nawrocki@dot.state.ma.us>; Greene, Joel (DOT) <Joel.Greene@dot.state.ma.us>; Rosenberg, Harri (DOT) <harri.rosenberg@dot.state.ma.us>; Spada, Frank (DOT) <Frank.Spada@dot.state.ma.us>; Goutham, Anu (DOT) <Anu.Goutham@dot.state.ma.us>; Hart, Lisa (DOT) <Lisa.Hart@dot.state.ma.us>; John, Samuel (DOT) <Samuel.John@dot.state.ma.us>; Ennis, Kevin (DOT) <Kevin.Ennis@dot.state.ma.us>; Mercier, Andrea <amercier@hawkinspointpartners.com>  
**Cc:** Foster, Gary S (MBTA) <gfoster@mbta.com>  
**Subject:** BIA Criticality Matrix

Hi everyone,

I have attached the latest deliverable from the Business Impact Analysis. This is a list of all of the applications identified by Guidehouse, categorized into tiers (I-IV, I is most critical), and prioritized (highest EIP score is most critical). Please review and let me know if you see anything out of place or missing.

Thanks

Matt

***Matthew Wood***

Deputy CTO MassDOT  
10 Park Plaza Boston, MA 02116  
857-368-9970 (office)  
617-352-0530 (mobile)

**From:** [Chanthaboun, Sye \(DOT\)](#)  
**To:** [Malster, John \(EOTSS\)](#)  
**Subject:** RE: ask a favor  
**Date:** Monday, May 06, 2019 2:54:00 PM  
**Attachments:** [Massachusetts RMV RFR MASTER v6.zip](#)  
[Request for Response ATLAS\\_MASTER Bid Response v4.zip](#)

---

Attached are 2 documents:

1. Massachusetts RMV RFR MASTER v6 – this is the main RFR document that has overall language for the procurement. Section 3.5.4 has high level language for Security.
2. Request for Response ATLAS\_MASTER Bid Response v4 – this document contains the specific requirements for the procurement. Section 3.5.4 has the Security requirements which include identity and access management.

-----  
Sye Chanthaboun  
857-368-7722

---

**From:** Malster, John (EOTSS)  
**Sent:** Monday, May 6, 2019 1:22 PM  
**To:** Chanthaboun, Sye (DOT) <[Sye.Chanthaboun@dot.state.ma.us](mailto:Sye.Chanthaboun@dot.state.ma.us)>  
**Subject:** ask a favor

Surprisingly I cannot find the procurement doc for the Atlas RFR. What I'm interested to find is how we described identity and access management piece. Reason for the ask is that I want to check the language we used against another procurement we're putting on the street. Thanks.

**John Malster** | Chief Technology Officer

1 Ashburton Place, 8<sup>th</sup> Floor, Boston, MA 02108  
Office: (617) 626-4405  
[john.malster@mass.gov](mailto:john.malster@mass.gov) | [www.mass.gov/eotss](http://www.mass.gov/eotss)

**Executive Office of Technology Services and Security (EOTSS)**  
EOTSS provides secure and quality digital information, services, and tools to constituents and service providers when and where they need them.

**From:** [Getchell, Van \(DOT\)](#)  
**To:** [Nawrocki, Diane \(DOT\)](#); [Bryant, Gabby \(GuideHouse\)](#)  
**Cc:** [Goutham, Anu \(DOT\)](#)  
**Subject:** Re: Application Lists for Review  
**Date:** Monday, May 06, 2019 2:35:44 PM  
**Attachments:** [MassDOT Consolidated HWY Applications\\_050619.xlsx](#)

---

Hi Diane,

Please find attached the prioritized HWY applications that you shared with us last week. We have added a new column so you can add the Business Analysts to each application.

Thank you!

Best,  
Van & Gabby

Van Getchell  
Van.Getchell@dot.state.ma.us  
Mobile: (774) 364-5316

---

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**Sent:** Tuesday, April 30, 2019 11:34:21 AM  
**To:** Bryant, Gabby (GuideHouse); Getchell, Van (DOT)  
**Cc:** Goutham, Anu (DOT); Nawrocki, Diane (DOT); DOT-DL-IT-Applications-Highway-AppDev; DOT-DL-IT-Applications-Highway-AppMgmt  
**Subject:** FW: Application Lists for Review

Gabby and Van,

I grouped priorities together and you and the IT SME's will have to determine which ones can be discussed at one time.

I am trying to limit the amount of time each developer SME attends separate meetings on this topic.

Team... If you have any questions prior or after your meeting with Guidehouse, please let me know. Also, as a reminder, this study, Application Analysis, is being conducted to aid us in the collaboration aspect of application health across MassDOT IT.

Thanks,  
Diane

Diane Nawrocki  
Director Highway IT Applications  
857-368-9780

---

**From:** Bryant, Gabby (GuideHouse) <Gabby.Bryant@dot.state.ma.us>

**Sent:** Monday, April 29, 2019 2:55 PM

**To:** Nawrocki, Diane (DOT) <Diane.Nawrocki@dot.state.ma.us>; Goutham, Anu (DOT) <Anu.Goutham@dot.state.ma.us>

**Cc:** Getchell, Van (DOT) <Van.Getchell@dot.state.ma.us>; Hunter Richard <hrichard@guidehouse.com>; gregory.tomchick@ankura.com; ankur.sheth@ankura.com

**Subject:** Application Lists for Review

Hi Diane and Anu,

I hope you both had a great weekend. Van and I compiled a consolidated list of applications for you both to review. We have created a column where you can enter the order in which you would like us to review the corresponding applications. In addition, if there are missing owners please share their names. If possible, please provide the priority ranking by Thursday morning.

Thank you,

Gabby and Van

**From:** [Boyle, Christopher \(DOT\)](#)  
**To:** [REDACTED]  
**Subject:** RE: Fraud ID - Ref: [REDACTED]  
**Date:** Monday, May 06, 2019 2:05:40 PM

---

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Respectfully,

[REDACTED]

---

**From:** Commonwealth Fusion Center (POL)

**Sent:** Monday, May 6, 2019 6:46 AM

**To:** [REDACTED]

**Subject:** Fraud ID - Ref: [REDACTED]

Good Morning,

[REDACTED]

[REDACTED]

[REDACTED]



[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]

Requesting officer will be advised to contact the MSP Fraud Identification Unit with any questions or for clarification.

Respectfully,

[REDACTED]

---

**From:** [REDACTED] <[\[REDACTED\]@salempd.net](mailto:[REDACTED]@salempd.net)>

**Sent:** Sunday, May 5, 2019 10:22 PM

**To:** Commonwealth Fusion Center (POL)

**Subject:** Facial Rec request

Good Evening,

[REDACTED]

[REDACTED] DOB [REDACTED]

Thank you,

[REDACTED]

---

Please note the Massachusetts Secretary of State's office has determined that most emails to and from municipal officials are public records. For more information please refer to:

<http://www.sec.state.ma.us/pre/preidx.htm>

Please consider the environment before printing this email.

**From:** [REDACTED] [POL](#)  
**To:** [Boyle, Christopher \(DOT\)](#)  
**Subject:** Search Warrant affidavit  
**Date:** Monday, May 06, 2019 1:57:23 PM  
**Attachments:** [Search Warrant.docx](#)

---

Respectfully,

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED] [REDACTED] [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

*CONFIDENTIALITY NOTICE: The information contained in this email and any attachment is privileged and confidential law enforcement information. If you are not the intended recipient, you are hereby notified that any disclosure, dissemination, or copying of this communication is strictly prohibited. If you have received this message in error, please delete this email immediately.*

**From:** [Mann, Derrick \(DOT\)](#)  
**To:** [Fitzgerald, Steven \(DOT\)](#)  
**Subject:** FW: DOT - Active (Open) Requisition Detail (002).xlsx  
**Date:** Monday, May 06, 2019 1:42:00 PM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail \(002\).xlsx](#)  
[image002.png](#)

---

Thank you

---

**From:** Constantine, Rashida (DOT)  
**Sent:** Monday, May 06, 2019 12:36 PM  
**To:** Mann, Derrick (DOT)  
**Subject:** DOT - Active (Open) Requisition Detail (002).xlsx

Hi Derrick

Hope you're feeling better you were missed. Here is the document that I was talking to you about when it came to getting the information on it that shows whether or not this particular job/department is underutilized in whatever respective area whether it gender, race, age ..etc... however you guys in oDCR have it showing as. Let me know if you have time today as we have a meeting tomorrow that I need to prepare this information for. Thank you!!

*Rashida Constantine*

**Massachusetts Department of Transportation**

Human Resources Business Partner

10 Park Plaza – Suite 3170 | Boston, MA 02116

Tel 857.368.8561 | Cell 617.875.4461



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**Confidentiality Notice** | This communication (including any attachments) is only intended for the user of the individual, or entity, to which it is directed. It may contain information that is privileged, confidential and exempt from disclosure under applicable law, and should not be read, copied or otherwise used by any other person. If received in error: please notify the sender immediately and delete the e-mail, and any attachment(s), from your system, without copying, forwarding, disclosing or using it in any other way.

**From:** [Constantine, Rashida \(DOT\)](#)  
**To:** [Mann, Derrick \(DOT\)](#)  
**Subject:** DOT - Active (Open) Requisition Detail (002).xlsx  
**Date:** Monday, May 06, 2019 12:36:10 PM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail \(002\).xlsx](#)  
[image002.png](#)

---

Hi Derrick

Hope you're feeling better you were missed. Here is the document that I was talking to you about when it came to getting the information on it that shows whether or not this particular job/department is underutilized in whatever respective area whether it gender, race, age ..etc... however you guys in oDCR have it showing as. Let me know if you have time today as we have a meeting tomorrow that I need to prepare this information for. Thank you!!

*Rashida Constantine*

**Massachusetts Department of Transportation**

Human Resources Business Partner

10 Park Plaza – Suite 3170 | Boston, MA 02116

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**Confidentiality Notice** |This communication (including any attachments) is only intended for the user of the individual, or entity, to which it is directed. It may contain information that is privileged, confidential and exempt from disclosure under applicable law, and should not be read, copied or otherwise used by any other person. If received in error: please notify the sender immediately and delete the e-mail, and any attachment(s), from your system, without copying, forwarding, disclosing or using it in any other way.

**From:** [Falcon, Eric \(DOT\)](#)  
**To:** [BOLGER, ERIC; MSP-DL - Facial Rec ES](#)  
**Subject:** RE: Facial Recognition  
**Date:** Monday, May 06, 2019 12:30:41 PM

---

Hello Detective Bolger , Facial recognition **did not** find a possible on subjects in photo submitted.

RMV does not show any credentials issued under Ramon Delgado-Delos Santos, 12/28/1977, SS# 583-63-4247.

Kindly,

**Eric Falcon**  
**DOT-RMV/Enforcement Services**  
**Massachusetts State Police**  
**10 Park Plaza, 2<sup>nd</sup> Floor-Suite 2310**  
**Boston. Mass 02116**  
**Phone-857-368-8605**  
**Fax- 857-368-0645**

---

**From:** BOLGER, ERIC [mailto:[ERIC.BOLGER@nypd.org](mailto:ERIC.BOLGER@nypd.org)]  
**Sent:** Friday, May 03, 2019 1:41 PM  
**To:** MSP-DL - Facial Rec ES  
**Subject:** Facial Recognition

In reference to DFS case #112/ 17, I request a facial recognition and be conducted for the following and submitted images.

[Det. Eric Bolger](#)

**New York City Police Department**  
**Financial Crime Task Force**  
**Document Fraud Squad**  
**2207 Amsterdam Avenue**

Office Ph #[212-923-1188](tel:212-923-1188)  
Fax #[212-923-1189](tel:212-923-1189)

**From:** [Boyle, Christopher \(DOT\)](#)  
**To:** [O'Donovan, Mary-Anne \(DOT\)](#)  
**Subject:** RE: MassDOT Enforcement - Hearings Calendar  
**Date:** Monday, May 06, 2019 11:45:28 AM  
**Attachments:** [image001.png](#)  
[image003.png](#)

Mary-Anne,

Once again, thank you for your prompt attention to our needs.

Cristina is all set now.

Thank you,

Chris

---

**From:** O'Donovan, Mary-Anne (DOT)  
**Sent:** Monday, May 6, 2019 10:39 AM  
**To:** Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>  
**Subject:** RE: MassDOT Enforcement - Hearings Calendar

Good Morning Sgt. Boyle,

I checked o365 & Tpr Lucin already has read only access to the shared calendar below. She may need to add it to her profile by following the attached instructions. Can you please have her test & let me know. Thank you

MassDOT Enforcement Services - Hearings

general  
booking delegates  
booking options  
contact information  
email address  
MailTip  
▶ mailbox delegation

Full Access  
The Full Access permission allows a delegate to open this mailbox and behave as the mailbox owner.

| DISPLAY NAME                 |
|------------------------------|
| Boyle, Christopher (DOT)     |
| <b>Lucin, Cristina (DOT)</b> |
| Malhotra, Danish (DOT)       |
| Thompson, James (DOT)        |

Use this permission to allow a delegate to open and view the contents of this mailbox. To allow the delegate to send email from this mailbox, you have to assign the Send As or the Send on Behalf Of permission.

Save Cancel



<https://massdot.service-now.com/>

*Mary-Anne O'Donovan*

MassDOT IT Service Desk  
Phone: 857-DOT-HELP (368-4357)  
Personal Line: 857.368.7807  
Cell Phone: 617.866.8944  
Email: ([DOTServiceDesk@dot.state.ma.us](mailto:DOTServiceDesk@dot.state.ma.us))



Please consider the environment before printing this email

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**From:** Boyle, Christopher (DOT) <[Christopher.P.Boyle@dot.state.ma.us](mailto:Christopher.P.Boyle@dot.state.ma.us)>  
**Sent:** Monday, May 6, 2019 10:13 AM  
**To:** O'Donovan, Mary-Anne (DOT) <[Mary-Anne.ODonovan@dot.state.ma.us](mailto:Mary-Anne.ODonovan@dot.state.ma.us)>  
**Subject:** RE: MassDOT Enforcement - Hearings Calendar

Good Morning Mary-Anne,

Is there any way for you to give Tpr Cristina Lucin access to the below shared calendar?

Thanks,

Chris

---

**From:** O'Donovan, Mary-Anne (DOT)  
**Sent:** Thursday, March 14, 2019 11:02 AM  
**To:** Boyle, Christopher (DOT) <[Christopher.P.Boyle@dot.state.ma.us](mailto:Christopher.P.Boyle@dot.state.ma.us)>; Walker, Stephen (DOT) <[Stephen.Walker@dot.state.ma.us](mailto:Stephen.Walker@dot.state.ma.us)>; Malhotra, Danish (DOT) <[Danish.Malhotra2@dot.state.ma.us](mailto:Danish.Malhotra2@dot.state.ma.us)>; Thompson, James (DOT) <[James.M.Thompson@dot.state.ma.us](mailto:James.M.Thompson@dot.state.ma.us)>  
**Subject:** MassDOT Enforcement - Hearings Calendar

Good Morning,

I have added read only permissions for you to the shared calendar above. You will need to close & re-open Outlook for the changes to take effect but then it should auto configure in your mailbox. If you have any issues, please let me know & I can remote onto your desktop to troubleshoot. Thank you



<https://massdot.service-now.com/>

*Mary-Anne O'Donovan*

MassDOT IT Service Desk  
Phone: 857-DOT-HELP (368-4357)  
Personal Line: 857.368.7807  
Cell Phone: 617.866.8944  
Email: ([DOTServiceDesk@dot.state.ma.us](mailto:DOTServiceDesk@dot.state.ma.us))



Please consider the environment before printing this email

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**From:** Malhotra, Danish (DOT)  
**Sent:** Friday, March 8, 2019 10:28 AM  
**To:** Silva, Elizabeth (DOT) <[Elizabeth.Silva@dot.state.ma.us](mailto:Elizabeth.Silva@dot.state.ma.us)>; Ariely, Michael (DOT) <[Michael.Ariely@dot.state.ma.us](mailto:Michael.Ariely@dot.state.ma.us)>

**Cc:** Malhotra, Danish (POL) <[danish.malhotra@pol.state.ma.us](mailto:danish.malhotra@pol.state.ma.us)>

**Subject:** RE: Hello!

Good Morning Liz,

Here is the list of people that would require READ-ONLY access to the calendar

- Sgt. Boyle
- Tpr. Stephen Walker
- Tpr. Cristina Lucin
- Tpr. Danish Malhotra
- Tpr. James Thompson

Thank you so much for your help.

Side note – Any luck on getting us access to the Facial Recognition Program, Issuance 360, on our work laptops? Like you did with ATLAS.

Respectfully Submitted,

***Tpr. Danny Malhotra #3642  
Massachusetts State Police  
Division of Homeland Security and Preparedness  
Fraud Identification Unit  
10 Park Plaza 2<sup>nd</sup> Floor  
Boston, MA 02116  
[danish.malhotra2@dot.state.ma.us](mailto:danish.malhotra2@dot.state.ma.us)  
Office: (857) 368-9500  
Desk: (857) 368-8622  
Cell: (857)-324-0411  
Fax: (857) 368-0649***

---

**From:** Silva, Elizabeth (DOT)  
**Sent:** Friday, March 8, 2019 10:15 AM  
**To:** Ariely, Michael (DOT)  
**Cc:** Malhotra, Danish (POL)  
**Subject:** RE: Hello!

Good morning Michael,

Do you have a list of the Trooper that need read-only permission? Is Sgt Boyle in today, by chance?

Thanks,  
Liz

---

**From:** Ariely, Michael (DOT)  
**Sent:** Friday, March 8, 2019 10:13 AM  
**To:** Silva, Elizabeth (DOT) <[Elizabeth.Silva@dot.state.ma.us](mailto:Elizabeth.Silva@dot.state.ma.us)>  
**Cc:** Malhotra, Danish (POL) <[danish.malhotra@pol.state.ma.us](mailto:danish.malhotra@pol.state.ma.us)>  
**Subject:** Hello!  
**Importance:** High

Hi Liz,

I am sitting here with Danny (TPR Malhotra) and we are trying to figure out how to allow him (and the rest of the troopers) to view our MassDOT Enforcement – Hearings calendar.

We can find it, but they have no permissions to view. Ideally, it would be a read-only permission.

Thank you,

Mike



From: [Newton, Mark \(DOT\)](#)  
 To: [Deveney, Erin \(DOT\)](#)  
 Cc: [Newton, Mark \(DOT\)](#)  
 Subject: RE: Registrar/IT Weekly Check in  
 Date: Monday, May 06, 2019 11:26:36 AM

Looking into this for you Registrar...

**From:** Deveney, Erin (DOT)  
**Sent:** Monday, May 06, 2019 11:19 AM  
**To:** Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>  
**Subject:** FW: Registrar/IT Weekly Check in

Hi-

Have we had an reported slowness issues on any of our Citrix applications since the variety of work over the weekend?

The only reason that I ask is that there is a noticeable lag and delay in emails getting into my Outlook today They arrive on my phone timely, but I have to keep logging out of Outlook to get my PC application to update

Thanks

**From:** Newton, Mark (DOT)  
**Sent:** Friday, May 3, 2019 9:35 AM  
**To:** Deveney, Erin (DOT); Bedard, David (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** Registrar/IT Weekly Check in

Good Morning Registrar, Dave... Happy Friday!

Please find this week's updates for consideration during our scheduled 10 AM call today Thank you

Best,  
 Mark

**Watertown RMV Service Center Move**

- No official move date Mid-June per General Services
- No known risk or impediments with IT
- Comcast fiber installation
  - Installation completed
  - Circuit activation is required and will be scheduled 2 weeks before planned opening

**Taunton RMV Service Center Move**

- No official move date Targeting July 1 opening
- If July 1 date cannot be met, the move would be delayed until January per RMV Registrar
- Comcast order process started
  - Site survey scheduled for 5/3/19
- IP Worksheet to be created by 5/10 to start configuration process for new DL/ID stations
- Requests for quotes submitted to vendors:
  - Idemia
    - Submitted for approval
  - ACF
    - Waiting for RFQ
  - Valley Communications
    - Waiting for RFQ
- MVN informed of move

###

Miscellaneous

- Public Facing PCs at Haymarket Service Center – Two -2- have been added (on 4/30/2019) to make a total of three -3-
- AAA/RMV System Wide, Firewall Patching/Upgrade
  - **Confirmed** AAA Date: Wednesday, May 8, 2019 at close -/ Notification made to AAA Northeast/AAA Pioneer Valley -/
  - **Confirmed** RMV Date: Tuesday and Wednesday, May 14 & 15, 2019 at service center close (more dates MAY be needed) -/Communication is being drafted and will be sent today 5/3/2019 -/
- Maintenance –Generally-

| Item | Description                                                                                                                                             | Date/Timeframe                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Service Impacting       | Comments                                                                                                                                                                                                                                                                                                                                                                              |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support Atlas R2 | 1. <b>Add new SSD storage capacity</b><br>Description<br>Add 2 additional SSD shelves to the Netapp 8080 array and create two new aggregates (3 & 4) new capacity will be approximately 130TB<br>Proposed schedule<br>◦ <b>May 3rd 6pm – 10pm</b><br>2. <b>Merge SSD storage to create optimized aggregates</b><br>Description<br>Merge original SSD aggregates with new aggregates 3 & 4 to optimize performance<br>Proposed schedule<br>◦ <b>May 9th 6pm – 10pm</b><br>3. <b>Configure 8200 SAS controllers</b><br>Description<br>Remove the existing SAS controllers and replace them new 8200 | No downtime is expected | There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2 To complete these activities, EOTSS is proposing weekly storage maintenance windows <b>which started on April 25<sup>th</sup></b> The maintenance has been scheduled over multiple weeks to minimize risks to the ATLAS environment All maintenance will be done |

|   |                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                   |                                                                                                                                                                                             |                                                                                                                                                                              |
|---|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   |                                                                                                                                                                                                                                                                                                                                | controllers<br>Proposed schedule<br>o May 16 <sup>th</sup> 6pm – 10pm<br><b>4. Upgrade the Netapp Ontap operating system</b><br>Description<br>Upgrade Ontap OS from version 9.3 to 9.5<br>Proposed schedule<br>o May 23 <sup>rd</sup> 6pm – 10pm |                                                                                                                                                                                             | “live” and will not require any downtime of the ATLAS environment                                                                                                            |
| 2 | MassDOT IT, Operations/Server team, Data Center Relocation, In continuing support of the ongoing Core Switch Upgrade and the Data Center Relocation efforts in 10 PP (move from 8110 to 8150), the MassDOT IT, Server team will be migrating many virtual servers (or “VMs”) to new equipment in the new location (CHG0037552) | Saturday, May 4, 2019 from 08:00 PM – 08:30 PM                                                                                                                                                                                                    | RMV Customer Impact: No RMV internet transactions, no IVR transactions during this time window                                                                                              | Mark has sent notification 5/2/19, 3:45 PM                                                                                                                                   |
| 3 | EOTSS performing monthly Mainframe LPAR Maintenance on Sunday, May 5 <sup>th</sup> , 2019 (EOTSS ServiceNow Change CHG0007527)                                                                                                                                                                                                 | Sunday, May 5, 2019 from 3:30 AM - 5:15 AM                                                                                                                                                                                                        | RMV Customer Impact: No RMV internet (Registration & Title) transactions, no IVR transactions and no mainframe access during this time window                                               | Occurs during the beginning of every month RMV Applications, Production Support to monitor and confirm, connectivity and transactions as is standard practice                |
| 4 | MassDOT IT, Network team to move PCI devices from the old switch stacks to the new PCI switch stacks on the 2 <sup>nd</sup> & 3 <sup>rd</sup> floor data closet and MDF room at Quincy Headquarters (CHG0037595)                                                                                                               | <b>NEXT</b> weekend.....<br>Saturday, May 11, 2019 from 09:00 AM to 04 00 PM                                                                                                                                                                      | No citizen downtime is expected – However: For anyone working on Saturday, during these hours, there will be minor interruptions to their PC as we migrate them to the new PCI switch stack | Update: 5/2/2019: ... Completed 38 PC and 38 pin pad moves on 4/27 for the 3rd Floor Still have more on the 3 <sup>rd</sup> floor and many more on the 2 <sup>nd</sup> floor |

5/3/2019 9:04 AM

**From:** Newton, Mark (DOT)  
**Sent:** Friday, April 26, 2019 9:49 AM  
**To:** Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Bedard, David (DOT <david.bedard@state.ma.us>  
**Cc:** Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>  
**Subject:** Registrar/IT Weekly Check in

Good Morning!

Below please find this week’s updates for consideration during our scheduled 10 AM call today

Regards,  
 Mark

**Watertown RMV Service Center Move**

- No official move date Mid-June per General Services
- No known risk or impediments with IT
- Comcast fiber installation
  - Waiting for final configuration including Internet to be scheduled - Targeting 5/3

**Taunton RMV Service Center Move**

- No official move date Targeting July 1 opening
- If July 1 date cannot be met, the move would be delayed until January per RMV Registrar
- Site visit completed 4/22
- Comcast order process started
  - Waiting for site survey to be scheduled
  - Fiber will need to be installed about 300 ft from building Telco room to new MDF room
  - Will require coordination with landlord but no unusual installation issues expected
- Requests for quotes submitted to vendors:
  - Idemia
    - o Preliminary system counts for adds/moves to new service center
  - ACF
  - Valley Communications
- MVN informed of move

###

Miscellaneous

- USBs in Public Facing PCs – Discovery completed only one -1- known occurrence This machine is being analyzed and is being replaced, Monday, April 29 Another added Public Facing PC is in process of being imaged and will be scheduled to be delivered as soon as possible
- AAA/RMV System Wide, Firewall Patching/Upgrade
  - **Proposed** AAA Date: Wednesday, May 8, 2019 at close
  - **Proposed** RMV Date: Tuesday and Wednesday, May 14 & 15, 2019 at service center close (more dates MAY be needed)
- Maintenance –Generally-

| Item | Description                                                                                                                                                                                                      | Date/Timeframe                                     | Service Impacting                                                                                                                                                                            | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | EOTSS to perform non-disruptive maintenance on the Netapp storage environment. The maintenance is required to update the environment to support Atlas R2.                                                        | TBD                                                | No downtime is expected                                                                                                                                                                      | There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2. To complete these activities, EOTSS is proposing weekly storage maintenance windows <b>starting on April 25<sup>th</sup></b> . The maintenance has been tentatively scheduled over multiple weeks to minimize risks to the ATLAS environment. All maintenance will be done "live" and will not require any downtime of the ATLAS environment. |
| 2    | MassDOT IT, Network team to move PCI devices from the old switch stacks to the new PCI switch stacks on the 2 <sup>nd</sup> & 3 <sup>rd</sup> floor data closet and MDF room at Quincy Headquarters (CHG0037334) | Saturday, April 27, 2019 from 09:00 AM to 04:00 PM | No citizen downtime is expected – However: For anyone working on Saturday, during these hours, there will be minor interruptions to their PC as we migrate them to the new PCI switch stack. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

4/26/2019 9:39 AM

**From:** Newton, Mark (DOT)  
**Sent:** Friday, April 19, 2019 9:25 AM  
**To:** Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Bedard, David (DOT) <david.bedard@state.ma.us>  
**Cc:** Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>  
**Subject:** Registrar/IT Weekly Check in

Good Friday morning Registrar and Dave,

Below please find this week's updates for consideration during our scheduled 10 AM call today

Have a very happy Passover, Easter Sunday – Resurrection Day,  
Mark

**RMV Citrix Server Maintenance**

- Completed 4/13 with no issues

**Watertown RMV Service Center Move**

- No official move date. Per Aric Warren, move will likely be the weekend of June 1 or 8
- Park Plaza data center electrical work planned for June 1
- IT cannot support RMV move and electrical work same weekend
- No other known risks or impediments with Tech
- Comcast fiber installation
- Waiting for final configuration including Internet to be scheduled - current target Friday 5/3

**Taunton RMV Service Center Move**

- No official move date - targeting July 1 opening
- If July 1 date cannot be met, the move would be delayed until January per Registrar
- Idemia submitted SOW for DL/ID hardware 4/17
- Site visit planned for 4/22
- Review Comcast configuration - It is expected that Comcast work will be minimal and will only require extending circuits from current building electrical room to new space
- Get system counts for adds/moves to new service center
  - Provide to Idemia to create Professional Services SOW for move

###

Miscellaneous

- USBs in Public Facing PCs
- RMV/AAA PCI QSAs Audit In-Flight
- Maintenance –Generally-

| Item | Description                                                                                                                                               | Date/Timeframe                                    | Service Impacting                                                          | Comments                                                                                                                     |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|----------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|
| 1    | MassDOT IT, Operations/Server Team, RMV (ATLAS) Ongoing Windows Patching (CHG0037426/CHG0037427)                                                          | Sunday, April 21, 2019 at 02:00 AM until 08:00 AM | NO prolonged interruption of service; however, brief disruptions may occur | Standard monthly patching cycle from 2 AM to 8 AM on the 2nd Sunday after Microsoft Patch Tuesday (2nd Tuesday of the month) |
| 2    | EOTSS to perform non-disruptive maintenance on the Netapp storage environment. The maintenance is required to update the environment to support Atlas R2. | TBD                                               |                                                                            | There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2. To     |

|   |                                 |                                 |                         |                                                                                                                                                                                                                                                                                                                                        |
|---|---------------------------------|---------------------------------|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   |                                 |                                 | No downtime is expected | complete these activities, EOTSS is proposing weekly storage maintenance windows <b>starting on April 25<sup>th</sup></b> The maintenance has been tentatively scheduled over multiple weeks to minimize risks to the ATLAS environment All maintenance will be done "live" and will not require any downtime of the ATLAS environment |
| 3 | Digital Safety Training Program | Ongoing; no later than April 30 |                         |                                                                                                                                                                                                                                                                                                                                        |

4/19/2019 9:22 AM

**From:** Newton, Mark (DOT)  
**Sent:** Wednesday, April 17, 2019 10:44 AM  
**To:** Deveney, Erin (DOT) <[Erin.Deveney@dot.state.ma.us](mailto:Erin.Deveney@dot.state.ma.us)>  
**Cc:** Bedard, David (DOT) <[david.bedard@state.ma.us](mailto:david.bedard@state.ma.us)>; Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)>  
**Subject:** REMINDER: Registrar/IT Weekly Check in

Good Morning Registrar,

Just a quick reminder from our last Friday morning discussion of this evening s EOTSS "non-disruptive maintenance" – except for 2 to 30 minutes when VPN connections may experience a short disruption in service Impact should be minimal except those who VPN in at night to check their email

|                                                                                                                                                           |                                      |                                  |                                                                                                                                                                              |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| EOTSS performing non-disruptive maintenance to internet<br>2 circuits at MITC and SDC Wednesday April 17th at 7:00 PM –<br>(EOTSS: ServiceNow CHG0008600) | 04-17-2019<br>07:00 PM –<br>11:59 PM | No<br>downtime<br>is<br>expected | EOTSS managed site-to-site VPN connections WILL experience a short disruption from as little as 2 minutes and possibly up to 30 minutes in duration during the change window |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Regards,  
-Mark

**From:** Deveney, Erin (DOT)  
**Sent:** Saturday, April 13, 2019 7:37 PM  
**To:** Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)>  
**Cc:** Bedard, David (DOT) <[david.bedard@state.ma.us](mailto:david.bedard@state.ma.us)>  
**Subject:** Re: Registrar/IT Weekly Check in

Great update

Let 's hope everything stays this smooth all week

Thanks so much!

Sent from my iPhone

On Apr 13, 2019, at 5:51 PM, Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)> wrote:

Quick Update:

RMV Citrix Server Work - "We just finished both migration and testing, everything went pretty smooth, no issues to report "

The team will be checking everything out again, just as an extra precaution Monday  
Thank you Registrar Have a fantastic weekend, both of you  
-Mark

Sent from my iPhone

On Apr 12, 2019, at 9:38 AM, Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)> wrote:

Hello Registrar, Dave,

Here are this week's discussion items for our 10 AM call.

Best,  
Mark

**RMV Citrix Server Maintenance**

- Migrating RMV Citrix server to new hardware and storage Saturday, 4/13/2019, 2 - 8 PM
- Eliminates problematic Extreme IO storage that was root cause of recent major RMV incident (INC0204442 - Urgent Citrix Unavailable - (3/6/2019)
- ALARS and Microsoft Office applications impacted
- Required to vacate 10 PP 8110 data center by June 1 ahead of major electrical maintenance
- Very low technical risk to complete
- Harri Rosenberg and Matt Wood have approved
- Extra day to address any issues with 3-day weekend
- Delaying work would introduce further risk – timeline/dependent work is tight to meet June 1 deadline to vacate Suite 8110

**Watertown RMV Service Center Move**

- No official move date. Opening date no sooner than May 17, 2019

- No known risk or impediments with IT.
- Comcast fiber installation
  - Installation completion scheduled for 4/12/19
- Internet configuration may not get completed until another 2 weeks. 4/10 site survey found minor issue with design

**Taunton RMV Service Center Move**

- Still no official move date – presently targeting July 1 opening
- If July 1 opening cannot be met, the move would be delayed until January per Registrar
- Received floorplan on 4/8
- 10 DL/ID complete kits (present state = seven -7-)
- Three -3- additional DL/ID needed
- Two -2- spare in inventory with Idemia, at least one -1- needs to be procured (12-16 week lead time) will confirm with Idemia they can borrow -1- DL/ID kit from break/fix pool until new DL/ID kit(s) arrive(s)
- Submitting request for SOW to Idemia by 4/12
- Site visit planned for week of 4/15
- After review of Comcast configuration, it is expected that Comcast work will be minimal, and will only require extending circuits from current building electrical room to new space (i.e., no trenching)

###

Miscellaneous

- Maintenance –Generally-

| Item | Description                                                                                                                                                    | Date/Timeframe                       | Service Impacting                                                             | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|-------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | CHG0037396 – Migrate Citrix Servers to New Hardware and Storage – work needed to vacate 10 PP 8110 data center by June 1 ahead of major electrical maintenance | 04-13-2019<br>02:00 PM -<br>08:00 PM | No Citrix access to ALARS or Microsoft Office Applications during maintenance | Maintenance scheduled for Saturday afternoon thru Saturday evening                                                                                                                                                                                                                                                                                                                                                                                       |
| 2    | EOTSS performing non-disruptive maintenance to internet circuits at MITC and SDC Wednesday April 17th at 7:00 PM (EOTSS: ServiceNow CHG0008600)                | 04-17-2019<br>07:00 PM –<br>11:59 PM | No downtime is expected                                                       | EOTSS managed site-to-site VPN connections WILL experience a short disruption from as little as 2 minutes and possibly up to 30 minutes in duration during the change window                                                                                                                                                                                                                                                                             |
| 3    | EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support ATLAS R2        | 04-13-2019<br>02:00 PM –<br>10:00 PM | No downtime is expected                                                       | There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2 To complete these activities, EOTSS is proposing weekly storage maintenance windows starting on April 25 <sup>th</sup> The maintenance has been tentatively scheduled over multiple weeks to minimize risks to the ATLAS environment All maintenance will be done “live” and will not require any downtime of the ATLAS environment |
| 4    | Digital Safety Training Program                                                                                                                                | Ongoing: no later than April 30      |                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

4/12/2019 9:20 AM

**From:** Newton, Mark (DOT)  
**Sent:** Thursday, April 04, 2019 2:54 PM  
**To:** Deveney, Erin (DOT) <[Erin.Deveney@dot.state.ma.us](mailto:Erin.Deveney@dot.state.ma.us)>; Bedard, David (DOT) <[david.bedard@state.ma.us](mailto:david.bedard@state.ma.us)>  
**Cc:** Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)>  
**Subject:** Registrar/IT Weekly Check in

Happy Pre-Friday – Registrar, Dave!

Here are this week's updates for consideration during tomorrow's scheduled 10 AM call. Given there are no significant material issues or updates, would you like to forego this week's call, or would you prefer to meet as usual, could you kindly let us know Registrar? Thank you

Regards,  
 Mark

**QHQ 1st Floor Atlas Business Testing/Training**

- QHQ 1st Floor Atlas Business Testing/Training
- Ricoh Printer(s): Contact Center & Training: Deliver Date: **-Delivered- 4/4/2019-**

**Watertown RMV Service Center Move**

- No official move date. Opening date no sooner than May 6, 2019
- No known risk or impediments with IT
- Agreed to use 49" TV monitors for QFlow, MVN and Security
- Comcast fiber installation

- Installation completion scheduled for ~~3/29/19~~ 4/12/2019

**Taunton RMV Service Center Move**

- No official move date. Approximate June/July 2019
- Demolition permit in process
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, the move would be delayed until January per RMV Registrar

**AAA Boston --NEW--**

- AAA planning to move its location somewhere in PO Square in Fall 2019
- No other details at this time.

###

Miscellaneous

- Maintenance –Generally-

| Item | Description                                                                                                                                             | Date/Timeframe                         | Service Impacting                                                                                      | Comments                                                                                                                                                                                                                                                   |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|--------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | TSS performing monthly Mainframe Logical Partition (or "LPAR") maintenance on Sunday April 7th (EOTSS: ServiceNow CHG0007528)                           | Sunday, April 7, 2019 from 3:30 – 5:30 | No downtime Expected to return to service by 4 00 (+/-), within the daily Mainframe Maintenance Window | Occurs during the beginning of every month RMV Applications, Production Support to monitor and confirm, as is standard practice                                                                                                                            |
| 2    | CHG0037308 - Migration of Inner DMZ firewall and Load Balancer functions to new equipment in Suite 8150                                                 | 04-07-2019 03:00 AM - 05:00 AM         | Yes; no RMV payment transactions from 3 – 4 AM; (4-5 Testing/Monitoring)                               | Part II of II, /Testers scheduled/Mark has sent notification 4/3/19                                                                                                                                                                                        |
| 3    | EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support Atlas R2 | 04-13-2019 02:00 PM - 10:00 PM         | No downtime is expected                                                                                | To mitigate risk, EOTSS would like to schedule this effort as an eight -8- hour window outside of business hours /Testers scheduled/ Mark has sent LIMITED notification 4/3/19 JUST to Registrar for her approval If approved, larger distribution planned |
| 4    | Digital Safety Training Program                                                                                                                         | Ongoing; no later than April 30        |                                                                                                        |                                                                                                                                                                                                                                                            |

4/12/2019 9:14 AM

**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 29, 2019 9:10 AM  
**To:** Deveney, Erin (DOT); Bedard, David (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** Registrar/IT Weekly Check in

Good Morning,

Please find the following updates for consideration during this morning s regularly scheduled 10 AM call

**QHQ 1st Floor Atlas Business Testing/Training**

- QHQ 1st Floor Atlas Business Testing/Training
- Ricoh Printer(s): Deliver Date: Thursday, April 4, 2019, all three -3- machines to Quincy RMV Headquarters

**AAA Leominster Move**

- Move Date – Completed successfully on March 22, 2019

**Watertown RMV Service Center Move**

- No official move date. Opening date no sooner than May 6, 2019
- No known risk or impediments with IT
- Agreed to use 49" TV monitors for QFlow, MVN and Security
- Comcast fiber installation
- Installation completion scheduled for 3/29/19 TODAY:

**Taunton RMV Service Center Move**

- No official move date. Approximate June/July 2019
- Demolition permit in process
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, the move would be delayed until January per RMV Registrar

**AAA Boston --NEW--**

- AAA planning to move its location somewhere in PO Square in Fall 2019
- No other details at this time.

###

Miscellaneous

- ACF
- In RE: Replacement Ricoh units two -2- for Haymarket Service Center
- As of 3/22/2019 AM, Ricoh has a tech scheduled to visit Haymarket today to assess the two devices – outcome partially dependent on results of their findings
- Ricoh IS aware of our desire for replacement units AND aware that this matter is visible at the highest level
- UPDATE: Due to the fact that the Haymarket units were part of the pilot, there was a HEAP/STACK setting that was pushed out to all but the Haymarket machines, that is in the process of being confirmed and/or reset to the optimum or new default setting to match the rest of the locations Symptom was: Delay when calling up the Autostore (Print-on-Demand) feature of the Ricoh devices, at times causing users to become frustrated and reset the device
- ALARS Freeze Board (AFB) Candidate: 2019: Production Issue - Garage Code Update Process for Address Changes in ALARS (RMVLV25D) – Approved by Registrar, will move to Production next week
- Maintenance –Generally-

| Item | Description                                                                                                                                             | Date/Timeframe                 | Service Impacting                                                        | Comments                                                                                                                                                                        |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|--------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | MassDOT IT, Operations/Server Team, RMV (ATLAS) Ongoing Windows Patching                                                                                | 3/31/2019, 02:00 AM - 08:00 AM | No downtime is expected                                                  | <b>Pending Registrar approval</b> /Testers scheduled/Mark to send notification                                                                                                  |
| 2    | CHG0037247 - Migration of Outer DMZ firewall and Load Balancer functions to new equipment in Suite 8150                                                 | 03-31-2019 03:00 AM - 05:00 AM | Yes; no RMV payment transactions from 3 – 4 AM; (4-5 Testing/Monitoring) | Part I of II, Part II next week /Testers scheduled/Mark to send notification                                                                                                    |
| 3    | EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support Atlas R2 | TBD                            | No downtime is expected                                                  | To mitigate risk, EOTSS would like to schedule this effort as an eight -8- hour window outside of business hours /Testers aware but not yet scheduled/Mark to send notification |

4/12/2019 9:14 AM

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 22, 2019 9:43 AM  
**To:** Deveney, Erin (DOT); Bedard, David (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** Registrar/IT Weekly Check in

Good FRIDAY Morning Registrar, Dave,  
 Today's updates for consideration during this morning's scheduled 10 AM call

**QHQ 1st Floor Atlas Business Testing/Training**

- All 26 New PCs for third floor desks have been installed and are connected to the network
- QHQ 1st Floor Atlas Business Testing/Training
- Ricoh Printer(s) Target Date: (*backordered MP4055*) First week of April for all three -3- printers (specific date to be provided)

**AAA Leominster Move**

- Move Date ~~TODAY~~: March 22, 2019

**Watertown RMV Service Center Move**

- No official move date Tentative opening date April 29, 2019
- No known risks or impediments with IT
- Awaiting feedback from General Services on TV size - Current Service Center uses 55" due to high ceilings - Standard is 49"
- Comcast fiber installation
- Fiber splice installation completed 3/18
- Installation completion scheduled for 3/29/19

**Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Demolition permit in process
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, the move would be delayed until January per RMV Registrar

**Rosindale RMV Service Center**

- Very early in process
- Targeting Q1 2020 CY opening

###

Miscellaneous

- ACF Technologies, Q-Flow Queuing Application Deprecation of the AWS Classic VPN Connection by 4/1/2019 Thursday, March 21, 2019 afterhours @ 5:30 PM
- EOTSS Resources on hand at the beginning of the work (5:30 PM) from 07 00 AM on Friday, March 22, 2019
- ACF Resources also available Thursday and Friday (Pulseway access to confirm QFlow functionality (all but printing tickets)
- MassDOT IT, to coordinate with DMs to arrange for RMV testers within each region
- **Primary mission successful** – will need to schedule a subsequent effort to facilitate failover ACF/QFlow VPN connection to Springfield Data Center (or

“SDC”)

- Post action review of Citrix production incident

**Root Cause**

This was a very unusual hardware failure that might be described as “once in a lifetime” Our storage hardware is highly redundant, but had both backup batteries fail within a few minutes of each other at just before 10 00pm on March 5<sup>th</sup> The device shut itself down to prevent data loss We identified the root cause and ordered replacement parts by 4 00am on March 6<sup>th</sup> The parts arrived and were installed by noon Restoring the server environment took until 5 00pm that day

**Next Steps**

- Retire this storage device and move all data to brand new hardware by 5/17
- Review other hardware around DOT to proactively identify any older pieces that may be subject to similar failures Complete by 5/31
- Hire an architect to review our current server and storage architecture, with the objective of providing more redundancy and reducing our recovery time for future incidents He will start in the next two weeks and we expect the new architecture design to be complete by 5/3 We will immediately begin implementation of the recommended changes
- We are in the process of redesigning our incident response processes We will complete and deploy the changes by 4/26
  
- Replacement Ricoh units two -2- for Haymarket Service Center
- As of 3/22/2019 AM, Ricoh has a tech scheduled to visit Haymarket today to assess the two devices – outcome partially dependent on results of their findings
- Ricoh IS aware of our desire for replacement units AND aware that this matter is visible at the highest level
- ALARS Freeze Board (AFB) Candidate: 2019: Production Issue - Garage Code Update Process for Address Changes in ALARS (RMVLV25D)

4/12/2019 9:14 AM

---

**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 15, 2019 2:53 PM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Additionally, I confirmed;

- that the wall bracket for the QFlow TV is fit for purpose with Bill Norrish (Watertown)
- that Jim Tilley of the MassDOT IT, Network team will be on the watch for the EOTSS/Q-Flow, Deprecation of the AWS Classic VPN Connection on Thursday, March 21, 2019 afterhours @ 5:30 PM / Friday AM
- Paul Lavallee has sent an update/reminder to the RMV DM s regarding upcoming scheduled DCP implantations

I also followed-up on an Email from Bill Norrish to David Hempe regarding attempting to confirm the AAA Leominster move date tentatively re-scheduled to March 22, 2019 – awaiting reply

Have a fantastic weekend to you both!  
-Mark

---

**From:** Bedard, David (DOT)  
**Sent:** Friday, March 15, 2019 12:49 PM  
**To:** Newton, Mark (DOT); Deveney, Erin (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

I confirmed there is a \$500k placeholder for OPMI dashboard work, subject to final approval and any changes in priorities I will touch base with Rachel on Monday

---

**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 15, 2019 9:48 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

**QHQ 1st Floor Atlas Business Testing/Training**

- Ricoh Printer(s) Target Date: TBD
- Order placed / awaiting delivery status from Ricoh

**AAA Leominster Move**

- Move Date – Tentatively re-scheduled to March 22, 2019
- Waiting for AAA confirmation

**Watertown RMV Service Center Move**

- No official move date. Tentative opening date April 29, 2019
- Comcast fiber installation
- Fiber splice installation scheduled for Friday, 3/15
- Installation completion scheduled for 3/29/19
- AV Installation to support QFlow
- Completed 3/14
- ACF
- ACF to deliver wall bracket for QFlow TV by 3/8 so General Contractor can install
- Received By General Contractor on schedule 3/8
- Updated computer/IP worksheet completed with existing equipment IP information
- Beth Pellegrini ordered second Bank of America scanner for new Cash Room

**Taunton RMV Service Center Move**



- No official move date - Approximate June/July 2019
- Demolition permit has been pulled (Planet Fitness)
- Lease was signed
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per RMV Registrar

#### Roslindale RMV Service Center

Very early in process

Targeting Q1 2020 CY opening

###

Miscellaneous

- Update: Attleboro Q-Flow Kiosk  
ACA to perform an onsite review of kiosk and also bring a replacement monitor with the bread board (or "internal touchscreen") that goes inside the kiosk. Tech will be onsite either on Tuesday or Wednesday of next week / these days were chosen as it's less busy at the service center.  
INCO205329 / SR00008508 - Attleboro - the QFlow self-service kiosk is not working properly, keeps losing a connection to the system <THIS week>  
INCO204658 / SR00008268 - having on going issues with q-flow system - not printing and wrong categories calibrated <last week>
- Effort 1 of 2 - MassDOT IT, Server: Routine Security Updates to the ATLAS System  
Sunday, March 17, 2019 from 03:00 AM to 04:00 AM (Estimated), the MassDOT IT, Server team will be performing routine security updates to the ATLAS system.  
NO prolonged interruption of service is expected; however, brief disruptions may occur during this time.
- Effort 2 of 2 - EOTSS, MassDOT IT, Chelsea Circuit Cut Over to New Core Switches  
Sunday, March 17, 2019 from 08:00 AM to 11:00 AM (Estimated), we will be cutting over the EOTSS Chelsea circuits to the new Cisco 9300 Core WAN layer distribution switches in the 8150 server room, as part of the comprehensive Core Migration project.  
NO interruption of service is expected; however, brief disruptions may occur.
- ACF Technologies, Q-Flow Queuing Application Deprecation of the AWS Classic VPN Connection by 4/1/2019  
Thursday, March 21, 2019 afterhours @ 5:30 PM
- EOTSS Resources on hand at the beginning of the work (5:30 PM) from 07:00 AM on Friday, March 22, 2019
- ACF Resources also available Thursday and Friday (Pulseway access to confirm QFlow functionality (all but printing tickets)
- MassDOT IT, to coordinate with DMs to arrange for RMV testers within each region
- Post action review of Citrix production incident (TBD)
- RMV Application Development Fixed an online (web) code bug (INCO205513) that was preventing certain 'Company' plate types from getting a duplicate registration online. While the reported incident is for a municipal plate (MVN) it was discovered that five additional 'Company' plates types were being excluded too. Company plates types fixed and tested are as follows:  
<Value>ATN</Value>  
<Value>AXN</Value>  
<Value>MVN</Value>  
<Value>MXN</Value>  
<Value>STN</Value>  
<Value>SXN</Value>  
CHG0037130 - INCO205513 - error duplicating Municipal (MVN) registrations via e-services
- Reminder to DMs, anyone wishing to deploy QFlow DCP by the April 12, 2019 deadline should be expressing their interests now  
4/12/2019 9:14 AM

---

**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 08, 2019 9:47 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Morning Registrar, Dave,  
Below are today's updates for consideration during this morning's scheduled 10 AM call

#### QHQ 1st Floor Atlas Business Testing/Training

- Ricoh Printer(s) Target Date: TBD
- Working through some procurement details / Upside: devices are quick-to-deploy
- AAA Leominster Move
- Move Date – Tentatively re-scheduled to March 22, 2019
- AAA is having IT issue that caused delay
- This is with their business IT - unrelated to RMV/MassDOT systems which are ready

#### Watertown RMV Service Center Move

- No official move date - Approximate April 2019
- Comcast fiber installation
- Interior and exterior rough cabling completed
- Final installation scheduled for Friday, 3/15
- AV Installation to support QFlow
- Installation of AV systems scheduled for 3/12-3/14/19
- Fabric backdrop
- Delivered to General Services – on schedule
- ACF
- ACF to deliver wall bracket for QFlow TV by 3/8 so General Contractor can install
- Waiting for confirmation
- Draft computer/IP worksheet distributed to IT team with listing of existing equipment being moved and new equipment being installed

#### Taunton RMV Service Center Move

- No official move date - Approximate June/July 2019
- Demolition permit has been pulled (Planet Fitness)
- Lease was signed

- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per RMV Registrar

#### Roslindale RMV Service Center

Very early in process

Targeting Q1 2020 CY opening

###

Miscellaneous

- VLS (SAVE) Production Scheduled Maintenance, Friday, March 8, 2019 from 09:00 PM until 11:59 PM  
The recommendation from the RMV business is leaving the Web transactions up and available during this upcoming maintenance period. Customers that attempt to process transactions using either a birth certificate or US Passport/Card will be successful during this SAVE outage. Since go-live the majority of documents presented for lawful presence have been either a birth certificate or US Passport/Card (77%) If approve, I'll send communications out later this AM
- We have an alert already planned on the web site and we can add a SAVE system maintenance value so customers using SAVE transactions that don't read the alert will get stopped
- THIS weekend the Mainframe will be going down for a Scheduled Mainframe Outage - Sunday, March 10th at 3:30 AM Clock Time scheduled to 05:45 AM. EOTSS will be setting the Mainframe clock forward one (1) hour for Daylight Savings Time (or "DST")

When: Sunday, March 10th from (2:30 AM Mainframe Time) 03:30 AM to 05:45 AM

Why: 1 Regular Monthly Charge-back IPL – RSYS and 2 Scheduled Mainframe annual Daylight Savings Time (DST) Change

Internal Impact: All access to mainframe will be effected/unavailable

RMV Customer Impact: No RMV internet (Registration & Title) transactions, no IVR transactions and no mainframe access during this time window

- ALARS Freeze Board (AFB) Candidate: 2014: Changes to No Policy Report – To be moved to Production 3/13/2019
- Interim/indefinite solution has been provided to the VSCS team/representative in Worcester

4/12/2019 9:14 AM

**From:** Newton, Mark (DOT)

**Sent:** Friday, March 01, 2019 9:22 AM

**To:** Bedard, David (DOT); Deveney, Erin (DOT)

**Cc:** Newton, Mark (DOT)

**Subject:** RE: Registrar/IT Weekly Check in

Good Morning Registrar, Dave – Happy Friday and March 1<sup>st</sup> – Can Spring be far away?  
Here are today's updates for consideration during this morning's scheduled 10 AM call

#### QHQ 1st Floor Atlas Business Testing/Training

- 26 New PCs for third floor desks that will be vacated - deployment begun March 1

#### AAA Leominster Move

- Move Date – Wednesday, March 6, 2019
- Reached out to Karen Peditto to secure an RMV CSR for testing

#### Watertown RMV Service Center Move

- No official move date - Approximate April 2019
- Comcast fiber installation
- Interior installation of "rough" cabling completed 2/25
- Exterior installation process started including DigSafe notification
  - Dependent on weather but expected to be completed by 3/8
- Comcast believes all work to be completed by 3/15
- AV Installation to support QFlow
- TV monitor brackets installation completed
- Requested additional PO to cover speaker wire installation from Valley Communication on 2/20
- Installation of AV systems scheduled for 3/25-3/26/19
- Fabric backdrop
- Idemia delivered to Creative Office Pavilion (furniture vendor) backdrop fabric on 2/28
- ACF SOW
- ACF to deliver wall bracket for QFlow TV by 3/8 so General Contractor can install.

#### Taunton RMV Service Center Move

- No official move date - Approximate June/July 2019
- Demolition permit has been pulled (Planet Fitness)
- Lease was signed
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per RMV Registrar

#### Roslindale RMV Service Center

- Very early in process
- Targeting Q1 2020 CY opening

###

Miscellaneous

- ACF/Q-Flow – Pulseway deployment statewide on 2/27-2/28 - successfully completed
- VLS (SAVE) Production Scheduled Maintenance, Tuesday, March 5, 2019, Estimated Duration: 10:00 PM ET until Wednesday, March 6, 2019 4:00 AM ET. Only Foreign Visa/Passport data will not be available to SAVE/VLS during this time. All other VIS functions will be available. RMV Communications (Nancy Cox) has crafted and scheduled a Web alert
- NEXT weekend the Mainframe will be going down for a Scheduled Mainframe Outage - Sunday, March 10th at 3:30 AM Clock Time scheduled to 05:45 AM. EOTSS will be setting the Mainframe clock forward one (1) hour for Daylight Savings Time (or "DST")

When: Sunday, March 10th from (2:30 AM Mainframe Time) 03:30 AM to 05:45 AM

Why: 1 Regular Monthly Charge-back IPL – RSYs and 2 Scheduled Mainframe annual Daylight Savings Time (DST) Change

Internal Impact: All access to mainframe will be effected/unavailable

RMV Customer Impact: No RMV internet (Registration & Title) transactions, no IVR transactions and no mainframe access during this time window

- ALARS Freeze Board (AFB) Candidate: 2014: Changes to No Policy Report (Approval: Y/N)

4/12/2019 9:14:28 AM

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, February 22, 2019 9:12 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Morning Registrar, Dave,

Here are today's updates for consideration during this morning's scheduled 10 AM call

**QHQ 1st Floor Atlas Business Testing/Training**

- 26 New PCs are being proposed for third floor desks that will be vacated Targeting March 1 completion
- New Ricoh color copier will be installed in space IT Service Desk working with Ricoh to procure
- Interim color printer and black and white copier were installed 2/14

**AAA Leominster Move**

- Move Date – Re-scheduled March 6, 2019
- Comcast RMV data installation completed 2/14

**Watertown RMV Service Center Move**

- No official move date Approximate April 2019
- Comcast fiber installation
- Plans were approved by mall management 2/20
- Interior installation of cabling could start as early as 2/22
- Exterior installation process started including DigSafe notification
- Dependent on weather but no expected issues completing before 4/1/19
- AV Installation to support QFlow
- TV monitor brackets delivered 2/15
- Learned on 2/20/19 that installation of speaker wire not included in General Contractor contract
- This differs from last two Service Center buildout
- Requested additional PO to cover speaker wire installation from Valley Communication on 2/20
- Tentative installation of AV systems scheduled for 3/26/19
- Fabric backdrop
- Creative Office Pavilion (furniture vendor) needs roll of backdrop fabric by 3/1
- Confirmed with Idemia They will have in Billerica well before that date
- ACF SOW
- Submitted IT Request for SOW 2/19

**Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Lease was signed
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per RMV Registrar

**Roslindale RMV Service Center**

- Very early in process
- Targeting Q1 2020 CY opening

###

Miscellaneous

- REMINDER: RMV - Database Maintenance for Production CV11 – Monday, February 25th - 2019 - 03:00 AM – 04:00 AM - no additional down time – MassDOT IT, Change Request CHG0036856  
Received an NCOA (National Change of Address) file from ATLAS to be imported into ALARS The file contains 3,587,386 records  
In order process 3.5+ million records into ALARS the ADDR (Address) area of the database needs to be expanded to hold this additional data This process is expected to take 40 minutes
- MassDOT IT, Operations/Server Team, RMV (ATLAS) Ongoing Windows Patching: 2/24/2019, 02:00 AM - 08:00 AM - We expect NO prolonged interruption of service; however, brief disruptions may occur

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, February 15, 2019 8:48 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Morning Registrar,

Here are today's updates for consideration during this morning's scheduled 10 AM call

Appearing at the bottom are a few MassDOT IT, ALARS Freeze Board (or "AFB") items for which I would ask your consent to move forward and some miscellaneous points of interest...

Thank you Registrar,  
Mark

**Back Office/Facial Rec Production Issues**

- Root Cause Analysis Meeting was held on 2/14/2019
- Discussion/Findings/Calls to Action

**QHQ 1st Floor Atlas Business Testing/Training**

- Systems and employee moves from Third floor to 1st floor completed 2/14
- 26 New PCs are being proposed for third floor desks that will be vacated Targeting March 1 completion
- New Ricoh color copier will be installed in space IT Service Desk working with Ricoh to procure
- Interim color printer and black and white copier were installed 2/14

**AAA Leominster Move**

- Move Date – Re-scheduled March 6, 2019
- Changed from Feb 22 to avoid school vacation week and AAA travel event week of 2/25
- Comcast completed RMV data installation 2/14

**Watertown RMV Service Center Move**

- No official move date Approximate April 2019
- Comcast fiber installation
- Awaiting for ETA on delivery of detailed installation plans Process is underway
- Plans will need to be approved by mall management before they can start installation
- This continues to require close monitoring to ensure completion before scheduled opening
- General Contractor needs monitor brackets for QFlow/MVN TVs by 2/15
- Valley to delivered 2/14
- Fabric backdrop
- Creative Office Pavilion (furniture vendor) needs roll of backdrop fabric by 3/1
- Confirmed with Idemia They will have in Billerica well before that date
- ACF SOW
- Still waiting for SOW from ACF
- Followed up again on 2/13 and escalated today 2/15

**Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Lease was signed
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per Registrar

###

(AFB)

- 1 ALARS Freeze Board (AFB) Candidate: 2017: Production Issue - Excise value calculation field is two (2) bytes short causing a truncation of Excise Tax Value
- 2 ALARS Freeze Board (AFB) Candidate: 2014: Changes to No Policy Report
- 3 ALARS Freeze Board (AFB) Candidate: 2018: Please disable the RMV's Policy Information Portal (PiP) public version only (DMZ-WB-BOS-P12/P13) - completely offline-

###

Miscellaneous

- RMV - Database Maintenance for Production CV11 – Monday, February 25th - 2019 - 03 00 AM – 04:00 AM - no additional down time – MassDOT IT, Change Request CHG0036856
- INCO200051 - ALARS CREDIT CARD TRANSACTION is not going through in the Application bottom left just shows 2 Parenthesis – (Enforcement Services)
- MAB Placard Printer Proof of Concept (PoC), Other
- Proof of Concept testing (Future State) - **with RMV Business/Tech coordinating a meeting for next week with MAB stakeholders, Lexmark representative, RRD representative and Tech**
- Desk and DL/ID assets move located in the 3rd floor of Haymarket, MAB Walk-in service room (Room 343) Tuesday, February 12th 8 AM-9 AM – **COMPLETED as scheduled-**
- INCO200481 - Medical Affairs workstation signature pad and camera is indicating not connected – (MAB) Walk-Walk-In (Rm 343)
- Instituting a self-service digital kiosk and/or registration center with application technology (i.e. QLESS servicing platform) similar to the EZ-PASS customer counter and RMV Service Centers – **With RMV Business/No Tech action at this time**
- TEMPORARILLY Relocate Printer QHQ:3rd Floor-MAB-PLACARD (ATLAS – 3109 Jen Hoban's area) from QHQ to Haymarket MAB 4th Floor Location – **Permissions confirmed with Sye to relocate the printer, indefinite to permanent term, coordinating with General Services to physically move this floor standing printer – Work in Progress – (Current State)**
- A wall monitor in Corrine Steller's office that has the ability for a split screen dashboard - **Requires further discussion with Corrine, to be held within a week's time**
- Requisition two (2) privacy screens for the Room 343 DL/ID workstation monitors - **REQ0028889**

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, February 08, 2019 12:40 PM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Afternoon Registrar,

A quick follow-up to outstanding questions from this morning's call...

- There will be phones in adequate supply for the QHQ moves
- Greenfield QFlow connectivity issues are reported/confirmed resolved
- Haymarket QFlow tablet issue is also reported/confirmed resolved

Thank you Registrar

Best,  
 Mark

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**From:** Newton, Mark (DOT)

**Sent:** Friday, February 08, 2019 9:18 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Another Fantastic Friday morning to you... Here are the updates for consideration during this morning s scheduled 10 AM call...

**Back Office/Facial Rec Production Issues**

- Meeting has been scheduled with Idemia to discuss root cause (Wednesday, February 13, 2019)
- More detail to follow meeting

**MAB Placard Printer Proof of Concept (PoC), Other**

- MassDOT IT is working multiple MAB priorities including Placard Printer PoC – Details within attachment
  - Desk and DL/ID assets move located in the 3rd floor of Haymarket, MAB Walk-in service room (Room 343) Tuesday, February 12th 8 AM-9 AM
  - Instituting a self-service digital kiosk and/or registration center with application technology (i.e. QLESS servicing platform) similar to the EZ-PASS customer counter and RMV Service Centers (please see attachment)
  - TEMPORARILLY Relocate Printer QHQ:3rd Floor-MAB-PLACARD (ATLAS – 3109 Jen Hoban s area) from QHQ to Haymarket MAB 4th Floor Location
  - A wall monitor in my office (C S ) that has the ability for a split screen dashboard
- << Message: Re: MAB Facility Upgrade Request and Customer Servicing Project >>

**Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)**

- Will coordinate delivery post successful completion of Placard Printers

**AAA Leominster Move**

- Move Date – Feb 22, 2018 \*NEW\*
- Comcast had minor site issues and new plan was needed Required coordination with landlord Awaiting revised install schedule
- Monitoring closely with AAA for impact to move date

**QHQ 1st Floor Atlas Business Testing/Training**

- Furniture and cabling completed
- Systems and employee moves expected to be completed 2/15
- John Primerano and Dawn Ball coordinating schedule
- 26 New PCs are being proposed for third floor desks that will be vacated Targeting March 1 completion
- New Ricoh color copier will be installed in space Dawn Ball working with Ricoh to procure
- May need to use interim device if copier not delivered in time

**Watertown RMV Service Center Move**

- No official move date Approximate April 2019
- Construction work resumed
- Comcast fiber installation
- Mall management is requiring more detailed installation plans than have been provided to date
- Waiting for plan and approach to provide from Comcast management
- This continues to require close monitoring to ensure completion before scheduled opening
- General Contractor needs monitor brackets for QFlow/MVN TVs by 2/15
- Waiting for delivery confirmation

**Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Risks High complexity, moderate to high exposure to risk
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per Registrar

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, February 01, 2019 9:08 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Friday Morning to you both...

<< OLE Object: Picture (Device Independent Bitmap) >>

**Back Office/Facial Rec Production Issues**

- Ongoing, progress being made

**Procure Lexmark Placard Printer for Medical Affairs Bureau (MAB)**

- Proof of Concept testing is being conducted at QHQ there has been some team hands-on, and we re looking at engaging representatives of both RRD and Lexmark (vendor/reseller) to ensure testing is optimized (for proposed volume and quality) and more closely resembles likely real use

**Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)**

- Will coordinate delivery post successful completion of Placard Printers

**AAA Leominster Move**

- Move Date – Changed to Feb 15, 2018
- Comcast had minor site issues and new planned is needed Awaiting revised install schedule

**QHQ 1st Floor Atlas Business Testing/Training**

- Walkthrough with RMV Business 1/30
- Finalized move locations
- Run book ("plan") created and distributed

- Inno4 cabling work started this week
- Furniture will be installed on Feb 1
- Systems and employee moves expected to be completed 2/15
- Finalizing employee moves and BOM with John Primerano and Dawn Ball
- 26 New PCs are being proposed for third floor desks that will be vacated Targeting March 1 completion
- New Ricoh color copier will be installed in space Dawn Ball working with Ricoh to procure
- May need to use interim device if copier not delivered in time

#### Watertown RMV Service Center Move

- No official move date Approximate April 2019
- Risks High complexity, moderate to high exposure to risk
- Construction work stoppage due to licensing issue with General Contractor
- Expected to be resolved in a few days
- Planned interior rough fiber cabling by Comcast within existing RMV was cancelled last minute as a result
- Mall management instructed Comcast to vacate premise
- Comcast fiber installation
- After work resumes, a meeting is needed with Comcast, Aric Warren, Bill Norrish and mall management to discuss new plan and obtain approval
- Work will require trenching from mall to service center to replace existing Comcast aerial connections
- Per Comcast, about 2 days of work Dependent on weather Dig Safe process was initiated
- Comcast believes there are no issues meeting March 15 date to complete
- General Contractor needs monitor brackets for QFlow/MVN TVs by 2/15
- Once PO is issued, Valley can order brackets They expect to easily meet 2/15 date

#### Taunton RMV Service Center Move

- No official move date Approximate June/July 2019
- Risks High complexity, moderate to high exposure to risk
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per RMV Registrar

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**From:** Bedard, David (DOT)  
**Sent:** Friday, January 25, 2019 8:37 AM  
**To:** Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good morning Weekly update below I asked Mark to join us this week as he did a lot of research on Leominster

#### Back Office/Facial Rec Production Issues

- Enforcement Services, Facial Recognition team is in the process of reviewing the Idemia findings

#### Workstation Issues at Leominster Service Center

- A review of reported Incidents at the RMV Leominster Service Center was initiated with Service Delivery (from November 1, 2018 – January 22, 2019) With particular focus on the following stations (5, 6, 12, 10 and 11) – but **all** counters reported incidents were reviewed
- The question was posed to the Service Delivery team regarding the integrity of the workstations in that Service Center, are they more prone to problems than usual, or more so than any other Service Center? –No-
- Of a total reported Incidents of 56, (including “N/A”) the breakdown is
- People: 25 – Training type issues: With resolutions like: “Rebooted the PC, Signature Pad and Camera,” (most frequent) or “Loose or Unplugged Power Cord”
- Process: 5 – Password Had Expired, CIRV screen not working as expected, as there were no orphan records to process
- Technology: 23 – Technology issues: Legitimate tech problems with resolutions like: “Software Update Applied,” or “Replaced vision tester” or “Workstation reimaged (q=2)” or “Vendor Resolved”
- In summary, the team feels that if the District Managers, Service Center Managers and staff could be reminded of, and continue to reinforce the importance of, and the need to allow ample time when logging in to allow ALL the software components to fully load (Operating System, Idemia software, Credit Card Processing Software, ATLAS software) and the peripherals (ALL the peripherals) The sentiment is, that as long as it sometimes seems to take to wait while logging in to a workstation (and logging off when done) – the time is well spent, as opposed to rushing the load process, having items not load properly, then having to go through a complete troubleshooting regime to isolate the source of a potential problem or place a call to Business Support and/or the Service Desk Also, Service Center personnel, when logging out should be leaving the machines powered “On” so patches may be installed properly and, if/as needed, the machines may be remoted into by appropriate MassDOT IT personnel

#### Procure Lexmark Placard Printer for Medical Affairs Bureau (MAB)

- Lexmark CS820de color printer device (1) successfully installed for ATLAS and MAB Placard Proof of Concept (or “PoC”) testing on 1/18/2019 Testing is in progress and initial sentiment appears to be good

#### AAA Leominster Move

- Move Date – As of 1/24/2019 **NEW DATE: Changed to Friday, February 15, 2018**
- Risks Low No known issues preventing move from MassDOT IT perspective
- Comcast has provided install schedule and installation completion is planned for Monday, January 28

#### QHQ 1st Floor Atlas Business Testing/Training

- Risk Moderate complexity Low/moderate exposure to risk Business drop-dead ready date mid-March provides 1 month schedule contingency
- Significant data cabling work required by Inno4 to bring data/voice capacity to 1st floor from 3rd floor
- Inno4 won re-post of bid IT Request submitted
- Work is being scheduled for week of 1/28 Requires IT Network staff to volunteer for 2 nights after hours
- Furniture will be installed on Feb 1
- Systems and employee moves expected to be completed 2/15
- Finalizing employee moves and BOM with John Primerano and Dawn Ball
- 26 New PCs are being proposed for third floor desks that will be vacated Targeting March 1 completion

#### **Watertown RMV Service Center Move**

- No official move date Approximate April 2019
- Risks High complexity, moderate to high exposure to risk
- Comcast submitted plans to mall management
  - It was agreed to route through the mall from existing mall telecommunication room but mall management is requiring Comcast to trench the short distance from the back of mall to utility pole on street
  - Comcast will start interior work within next 2 weeks
  - Comcast initiated Dig Safe process for trenching Weather will dictate installation schedule
- Comcast will need access in existing RMV to install fiber for new service center
- Tentatively scheduled for next Tuesday, 1/29/19 from 5 to 7:30 PM It will require RMV staff to keep service center open Waiting for confirmation from Comcast before requesting RMV support
  - Comcast does not believe there will be any issue meeting March 15 deadline
- General Contractor needs monitor brackets for QFlow/MVN TVs by 2/15
  - Valley communication provided SOW and it was submitted for PO
  - Once PO is issued, Valley can order brackets They expect to easily meet 2/15 date
    - Scoping call held with ACF They will be submitting SOW for moving QFlow equipment

#### **Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Risks High complexity, moderate to high exposure to risk

#### **Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)**

- Will coordinate delivery post successful completion of Placard Printers

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**From:** Bedard, David (DOT)  
**Sent:** Friday, January 18, 2019 8:59 AM  
**To:** Deveney, Erin (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good morning This week s updates below Attached is findings to date on Back Office/Facial rec << File: 01 17 19 Issuance 360 FR Priority of Fixes IDEMIA Status\_IDEMIA\_Update docx >>

#### **Back Office/Facial Rec Production Issues**

- Discussed findings to date with Idemia management 1/17/18
- All 7 "high" priority issues reviewed
- 2 Idemia researching with Atlas/FAST
- 2 Idemia continuing to research internally
- 2 Idemia is requesting researching in conjunction with RMV team
- 1 Idemia believes system is functioning as design (FAD) but can make configure changes to meet RMV needs
- Idemia sent findings 1/17 to Sara to provide clarifications and/or coordinate on-site review with team

#### **Workstation Issues at Leominster Service Center**

- Mark Newton assigned to coordinate resolution (1/17/18)

#### **Procure Lexmark Placard Printer for Medical Affairs Bureau (MAB)**

- Lexmark CS820de color printer device (1) is installed and the network team provided an IP address for the proper VLAN membership and retested as of 7:45 AM this morning (1/18/2019)
- DL/ID equipment had to be moved/coordinated (successfully with both ATLAS and Idemia) to open up Location for the new printer in proximity to Jen Hoban s cube (3109) next to existing floor standing form factor Dell printer
- Placard media materials are on-site and ready for the proof of concept testing as soon as IP address is implemented
- Low risk

#### **North Adams RMV – Additional DL/ID**

- Completed successfully 1/17/19

#### **AAA Leominster Move**

- Move Date – Changed to Feb 1, 2018
- Risks Moderate Comcast fiber may not be installed by move date and would impact availability of RMV Services
- Awaiting installation schedule from Comcast
- Risk can be mitigated by using interim 4G wireless router to provide connectivity for RMV Services if fiber not ready
- No guarantee of performance May not be adequate for RMV Services

#### **QHQ 1st Floor Atlas Business Testing/Training**

- Work underway Completion Feb 15, 2018
- Risk Moderate complexity Low/moderate exposure to risk Business drop-dead ready date mid-March provides 1 month schedule contingency
- Significant data cabling work required by Inno4 to bring data/voice capacity to 1st floor from 3rd floor
- Received SOW from INNO4 for additional cabling for Atlas business training Cost went from \$10, 852 to \$22,082
- Cost increase due to additional 30 network drops for additional furniture for Atlas business training
- Due to increase in value, work was re-posted for bid in Commbuys Bids due to 1/18
- Even with reposting, it is expected that timeline can be met
- Furniture will be installed on Feb 1
- Systems and employee moves expected to be completed 2/15

#### **Watertown RMV Service Center Move**

- No official move date Approximate /April 2019
- Risks High complexity, moderate to high exposure to risk

- Comcast fiber will require routing from mall electrical room to new service center via plastic inter duct in non-RMV tenant ceilings
- Comcast will require approval by Mall management and landlord
- Alternative would require trenching from utility line on street behind new Service Center location This would incur significant expense and may be difficult to perform during winter season
- Received sketch of proposed work but waiting for Comcast to answer technical questions before submitting to mall management
- Onsite meeting held on 1/16 to review server room and data/telecom requirements
- Server room will be completed within 2 weeks
- General Contractor needs monitor brackets for QFlow/MVN TVs by 2/15
- Valley communication to submit quote for PO 1/18 to supply equipment and installation services

**Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Risks High complexity, moderate to high exposure to risk

**Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)**

- Will coordinate delivery post successful completion of Placard Printers

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**From:** Bedard, David (DOT)  
**Sent:** Friday, January 11, 2019 8:56 AM  
**To:** Deveney, Erin (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Happy Friday Updates for this week below The one thing we need to decide on is if the scanners for suspension are warranted Thanks

**North Adams RMV – Additional DI/ID**

- Install Date – Jan 16, 2018
- Risks No known Low complexity, low exposure to risk

**AAA Leominster Move**

- Move Date – Changed to Feb 1, 2018
- Risks Moderate Comcast fiber may not be installed by move date and would impact availability of RMV Services
- With move delayed 2 weeks, Comcast is more likely to meet move date
- Signed Right of Entry from landlord received Awaiting installation schedule from Comcast
- Risk can be mitigated by using interim 4G wireless router to provide connectivity for RMV Services if fiber not ready
- No guarantee of performance May not be adequate for RMV Services

**QHQ 1st Floor Atlas Business Testing/Training**

- Work underway Completion Feb 15, 2018
- Risk Moderate complexity Low/moderate exposure to risk Business drop-dead ready date mid-March provides 1 month schedule contingency
- Significant data cabling work required by Inno4 to bring data/voice capacity to 1st floor from 3rd floor
- Waiting for update SOW from INNO4 for additional cabling for Atlas business training
- Furniture and data installation to be completed Feb 5
- Systems and employee moves expected to be completed 2/15

**Watertown RMV Service Center Move**

- No official move date Approximate March/April 2019
- Risks High complexity, moderate to high exposure to risk
- Comcast fiber will require routing from mall electrical room to new service center via plastic inter duct in non-RMV tenant ceilings
- Comcast will require approval by Mall management and landlord
- Alternative would require trenching from utility line on street behind new Service Center location This would incur significant expense and may be difficult to perform during winter season
- Onsite meeting planned for 1/15 to review server room requirements with Contractor
- Idemia SOW received 1/9

**Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019 Lease is being negotiated
- Risks High complexity, moderate to high exposure to risk

**Procure Lexmark Placard Printer for Medical Affairs Bureau (MAB)**

- Lexmark CS820de color printer device (1) was received on 1/4/19 (on schedule) and is on site in QHQ awaiting a rapid feasibility study by MassDOT IT, Service Delivery to confirm or configure for data drop, confirm power, assign IP (MassDOT IT, Network), etc
- Location is determined and confirmed in proximity to Jen Hoban's cube (3109) next to existing floor standing form factor Dell printer
- Install date will be fast tracked but actual install date is pending the completion of the feasibility study
- Placard media materials are being moved to QHQ for the proof of concept testing
- Low risk

**Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)**

- Tech is awaiting disposition by the business regarding next steps
- Estimate is three (3) to four (4) weeks for delivery of the devices from receipt of PO by Idemia
- Low risk



**From:** Bedard, David (DOT)  
**Sent:** Monday, January 07, 2019 9:25 AM  
**To:** Deveney, Erin (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Here s the latest, we can discuss on Friday but please let me know if you have any immediate questions or concerns Thanks!

**North Adams RMV – Additional DL/ID**

- Install Date – Jan 16, 2018 (moved due to General Services work schedule)
- Risks No known Low complexity, low exposure to risk

**AAA Leominster Move**

- Move Date – Jan 18, 2018
- Risks Comcast fiber may not be installed by move date and would impact availability of RMV Services
- Signed Right of Entry from landlord to allow Comcast to perform work is still outstanding
- Risk can be mitigated by using interim 4G wireless router to provide connectivity for RMV Services
- No guarantee of performance May not be adequate for RMV Services

**QHQ 1st Floor Atlas Business Testing/Training**

- Work underway Completion expected mid-February
- Risk Moderate complexity Low/moderate exposure to risk Business drop-dead ready date mid-March provides 1 month schedule contingency
- Significant data cabling work required by Inno4 to bring data/voice capacity to 1st floor from 3rd floor

**Watertown RMV Service Center Move**

- No official move date Approximate March/April 2019
- Risks High complexity, moderate to high exposure to risk
- Comcast fiber will require routing from mall electrical room to new service center via plastic inter duct in non-RMV tenant ceilings
- Comcast will require approval by Mall management and landlord
- Alternative would require trenching from utility line on street behind new Service Center location This would inquire significant expense and may be difficult to perform during winter season

**Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019 Lease is being negotiated
- Risks High complexity, moderate to high exposure to risk

**\*\*Mark Newton is leading point on the Printer and Scanner front, below is what he sent me but I need to follow up with him in greater detail Thought I d pass it along and we can discuss at our meeting this week\*\***

**Procure Lexmark Placard Printer for Medical Affairs Bureau (MAB)**

- Device (1) was scheduled to ship this week (confirming shipment with vendor/awaiting return communication)
- Install date may be scheduled as soon as possible after receipt
- Install the device, begin the proof of concept printing at the (MAB) business level
- Additional printers are readily available (30+ available in the channel) Lexmark indicates these models will be available for the next 3-6 months (or longer)
- Low risk profile

**Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)**

- In possession of quote from Idemia
- In shortest possible detail, the scanners are requested to address, modernize and secure the Bureau of Probation (or “BOP”) list process and address the backlog Can also be easily used to address the Not the Same Person process, which currently suffers the same peril as the BOP list This may take some behind the scenes involvement on the IT side, as well as some cooperation with DCU
- Increase customer satisfaction, provide improved access to sensitive and timely documentation and increase the security of sensitive documents
- Reduce paper storage, reduce the need for the manual retrieval of documentation, reduce customer wait time and reduce customer return visits

**What follows, in significantly greater detail, is presented from Sherri L. Hannan, Program Coordinator III / Supervisor, CAB / Suspensions Contact Center, MassDOT/RMV**

**Ideally, each hearings officer and suspension clerk will have a scanner hardware, the DCU Datacap Navigator software, and the DCU Content Navigator software on his or her workstation. Each piece is required for the cycle to be successful.**

**Current Process:**

Currently, suspension clerks review a record as a driver calls in, and make the determination whether a driver needs to be added to the BOP list The clerk will inform the driver what documents are needed from the driver, and provide a fax number or address for receipt of the needed documents Once all documents are received, the typical waiting period is (14) business days for hearings officer review (though the backlog is currently several months) The clerk then collects all docs related to that particular driver, and adds the driver to the BOP list, which is currently a handwritten document in a series three-ring binder, containing personal information, a series of record checks, and all the documents supplied by the driver These include court records, driving records, photo id s and other sensitive information These binders are difficult to secure, through it is procedural to keep them locked up outside of typical business hours

A hearings officer will work the BOP list from the earliest date, pull the documents from the driver on the list, work the record, perform the record checks, hold the hearing, and file her batch work Though hearings officers in the branch are required to scan their batch work into Datacap Navigator, and file a physical copy, making available instantly to all of DCU, contact center hearings officers merely file their paper batch work to the DCU library, and have no further access to it This is an impediment to senior hearings officers for auditing purposes, continuing hearings on the same accounts, and general quality control and customer service matters

It should be noted that due to the current backlog, when a driver is calling after the (14) business days, the record has rarely been worked What happens is the suspension clerk puts the driver on hold, pulls the papers out of the BOP list binder, walks over to a hearings officer, hands the

documents to the hearings officer, and waits next to the hearings officer while the hearings officer works the record, per the above. This can take five minutes, or (25) minutes. Sometimes longer.

It's a process that snowballs the current backlog issue, puts us at risk of having personal information out and unsecured, keeps drivers on hold for exceptional periods of time, causes tension between hearings officers and suspension clerks, and keeps us all from performing our duties in real time.

Future State:

My vision: Suspension clerk takes in a call from a driver. The clerk sees that the driver needs to be placed on the BOP list. The clerk advises the driver on what documents are needed in order to be placed on the list. The driver sends in the docs via fax, etc. The clerk takes in the docs, opens Datacap Navigator, selects the desired scan type (Suspension BOP Scan), accurately enters all information, and advises the driver of the (14) business day wait period.

A hearings officer actively works the BOP list by date, and searches Content Navigator by date. She will pull and print the relevant documents, work the record, hold the hearing, contact the driver with the decision, note the file appropriately, scan her batch work into Content Navigator, and send her physical batch work to the DCU library.

Regarding the backlog:

A temp would be extremely helpful in scanning in the current BOP list into Datacap Navigator. There is no CORI material in the BOP list, so it is acceptable for a temp to assist. This would enable a hearings officer to access the BOP list from any workstation at any time. But we need the physical scanner, and the two software programs and logins to make this work first.

---

**From:** Deveney, Erin (DOT)  
**Sent:** Thursday, January 03, 2019 1:01 PM  
**To:** Bedard, David (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Written is fine-feel free to use that time for something more productive. Thanks.

---

**From:** Bedard, David (DOT)  
**Sent:** Thursday, January 3, 2019 12:59 PM  
**To:** Deveney, Erin (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Hello – I don't have any material updates for this week. Please let me know if you still want to talk or I can send out a written update. Thank you, Dave.

-----Original Appointment-----  
**From:** Deveney, Erin (DOT)  
**Sent:** Wednesday, December 12, 2018 4:38 PM  
**To:** Deveney, Erin (DOT); Bedard, David (DOT)  
**Subject:** Registrar/IT Weekly Check in  
**When:** Friday, January 04, 2019 10:00 AM-10:30 AM (UTC-05:00) Eastern Time (US & Canada).  
**Where:** 10PP Suite 6620 or 888-390-2590 Code 5160085

From: [Deveney, Erin \(DOT\)](#)  
 To: [Newton, Mark \(DOT\)](#)  
 Subject: FW: Registrar/IT Weekly Check in  
 Date: Monday, May 06, 2019 11:18:00 AM

Hi-

Have we had an reported slowness issues on any of our Citrix applications since the variety of work over the weekend?

The only reason that I ask is that there is a noticeable lag and delay in emails getting into my Outlook today They arrive on my phone timely, but I have to keep logging out of Outlook to get my PC application to update

Thanks

---

From: Newton, Mark (DOT)  
 Sent: Friday, May 3, 2019 9:35 AM  
 To: Deveney, Erin (DOT); Bedard, David (DOT)  
 Cc: Newton, Mark (DOT)  
 Subject: Registrar/IT Weekly Check in

Good Morning Registrar, Dave... Happy Friday!

Please find this week's updates for consideration during our scheduled 10 AM call today Thank you

Best,  
 Mark

**Watertown RMV Service Center Move**

- No official move date Mid-June per General Services
- No known risk or impediments with IT
- Comcast fiber installation
  - Installation completed
  - Circuit activation is required and will be scheduled 2 weeks before planned opening

**Taunton RMV Service Center Move**

- No official move date Targeting July 1 opening
- If July 1 date cannot be met, the move would be delayed until January per RMV Registrar
- Comcast order process started
  - Site survey scheduled for 5/3/19
- IP Worksheet to be created by 5/10 to start configuration process for new DL/ID stations
- Requests for quotes submitted to vendors:
  - Idemia
    - Submitted for approval
  - ACF
    - Waiting for RFQ
  - Valley Communications
    - Waiting for RFQ
- MVN informed of move

###

Miscellaneous

- Public Facing PCs at Haymarket Service Center – Two -2- have been added (on 4/30/2019) to make a total of three -3-
- AAA/RMV System Wide, Firewall Patching/Upgrade
  - **Confirmed** AAA Date: Wednesday, May 8, 2019 at close -/ Notification made to AAA Northeast/AAA Pioneer Valley /-
  - **Confirmed** RMV Date: Tuesday and Wednesday, May 14 & 15, 2019 at service center close (more dates MAY be needed) -/Communication is being drafted and will be sent today 5/3/2019 /-
- Maintenance –Generally-

| Item | Description                                                                                                                                             | Date/Timeframe                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Service Impacting       | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support Atlas R2 | 1. <b>Add new SSD storage capacity</b><br>Description<br>Add 2 additional SSD shelves to the Netapp 8080 array and create two new aggregates (3 & 4) new capacity will be approximately 130TB<br>Proposed schedule<br>◦ <b>May 3rd 6pm – 10pm</b><br>2. <b>Merge SSD storage to create optimized aggregates</b><br>Description<br>Merge original SSD aggregates with new aggregates 3 & 4 to optimize performance<br>Proposed schedule<br>◦ <b>May 9th 6pm – 10pm</b><br>3. <b>Configure 8200 SAS controllers</b><br>Description<br>Remove the existing SAS controllers and replace them new 8200 controllers<br>Proposed schedule<br>◦ <b>May 16th 6pm – 10pm</b><br>4. <b>Upgrade the Netapp Ontap operating system</b><br>Description<br>Upgrade Ontap OS from version 9.3 to 9.5<br>Proposed schedule<br>◦ <b>May 23rd 6pm – 10pm</b> | No downtime is expected | There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2 To complete these activities, EOTSS is proposing weekly storage maintenance windows <b>which started on April 25<sup>th</sup></b> The maintenance has been scheduled over multiple weeks to minimize risks to the ATLAS environment All maintenance will be done "live" and will not require any downtime of the ATLAS environment |

|   |                                                                                                                                                                                                                                                                                                                                |                                                                              |                                                                                                                                                                                             |                                                                                                                                                                              |
|---|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2 | MassDOT IT, Operations/Server team, Data Center Relocation, In continuing support of the ongoing Core Switch Upgrade and the Data Center Relocation efforts in 10 PP (move from 8110 to 8150), the MassDOT IT, Server team will be migrating many virtual servers (or "VMs") to new equipment in the new location (CHG0037552) | Saturday, May 4, 2019 from 08:00 PM – 08:30 PM                               | RMV Customer Impact: No RMV internet transactions, no IVR transactions during this time window                                                                                              | Mark has sent notification 5/2/19, 3:45 PM                                                                                                                                   |
| 3 | EOTSS performing monthly Mainframe LPAR Maintenance on Sunday, May 5 <sup>th</sup> , 2019 (EOTSS ServiceNow Change CHG0007527)                                                                                                                                                                                                 | Sunday, May 5, 2019 from 3:30 AM - 5:15 AM                                   | RMV Customer Impact: No RMV internet (Registration & Title) transactions, no IVR transactions and no mainframe access during this time window                                               | Occurs during the beginning of every month RMV Applications, Production Support to monitor and confirm, connectivity and transactions as is standard practice                |
| 4 | MassDOT IT, Network team to move PCI devices from the old switch stacks to the new PCI switch stacks on the 2 <sup>nd</sup> & 3 <sup>rd</sup> floor data closet and MDF room at Quincy Headquarters (CHG0037595)                                                                                                               | <b>NEXT</b> weekend.....<br>Saturday, May 11, 2019 from 09:00 AM to 04 00 PM | No citizen downtime is expected – However: For anyone working on Saturday, during these hours, there will be minor interruptions to their PC as we migrate them to the new PCI switch stack | Update: 5/2/2019: ... Completed 38 PC and 38 pin pad moves on 4/27 for the 3rd Floor Still have more on the 3 <sup>rd</sup> floor and many more on the 2 <sup>nd</sup> floor |

5/3/2019 9:04 AM

**From:** Newton, Mark (DOT)  
**Sent:** Friday, April 26, 2019 9:49 AM  
**To:** Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Bedard, David (DOT <david.bedard@state.ma.us>  
**Cc:** Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>  
**Subject:** Registrar/IT Weekly Check in

Good Morning!

Below please find this week's updates for consideration during our scheduled 10 AM call today

Regards,  
Mark

**Watertown RMV Service Center Move**

- No official move date Mid-June per General Services
- No known risk or impediments with IT
- Comcast fiber installation
  - Waiting for final configuration including Internet to be scheduled - Targeting 5/3

**Taunton RMV Service Center Move**

- No official move date Targeting July 1 opening
- If July 1 date cannot be met, the move would be delayed until January per RMV Registrar
- Site visit completed 4/22
- Comcast order process started
  - Waiting for site survey to be scheduled
  - Fiber will need to be installed about 300 ft from building Telco room to new MDF room
  - Will require coordination with landlord but no unusual installation issues expected
- Requests for quotes submitted to vendors:
  - Idemia
    - Preliminary system counts for adds/moves to new service center
  - ACF
  - Valley Communications
- MVN informed of move

###

Miscellaneous

- USBs in Public Facing PCs – Discovery completed only one -1- known occurrence This machine is being analyzed and is being replaced, Monday, April 29 Another added Public Facing PC is in process of being imaged and will be scheduled to be delivered as soon as possible
- AAA/RMV System Wide, Firewall Patching/Upgrade
  - **Proposed** AAA Date: Wednesday, May 8, 2019 at close
  - **Proposed** RMV Date: Tuesday and Wednesday, May 14 & 15, 2019 at service center close (more dates MAY be needed)
- Maintenance –Generally-

| Item | Description                                                                                                                                             | Date/Timeframe | Service Impacting | Comments                                                                                                                                           |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support Atlas R2 | TBD            |                   | There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2 To complete these activities, |

|   |                                                                                                                                                                                                                  |                                                    |                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                 |
|---|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   |                                                                                                                                                                                                                  |                                                    | No downtime is expected                                                                                                                                                                      | EOTSS is proposing weekly storage maintenance windows <b>starting on April 25<sup>th</sup></b> . The maintenance has been tentatively scheduled over multiple weeks to minimize risks to the ATLAS environment. All maintenance will be done "live" and will not require any downtime of the ATLAS environment. |
| 2 | MassDOT IT, Network team to move PCI devices from the old switch stacks to the new PCI switch stacks on the 2 <sup>nd</sup> & 3 <sup>rd</sup> floor data closet and MDF room at Quincy Headquarters (CHG0037334) | Saturday, April 27, 2019 from 09:00 AM to 04:00 PM | No citizen downtime is expected – However: For anyone working on Saturday, during these hours, there will be minor interruptions to their PC as we migrate them to the new PCI switch stack. |                                                                                                                                                                                                                                                                                                                 |

4/26/2019 9:39 AM

**From:** Newton, Mark (DOT)  
**Sent:** Friday, April 19, 2019 9:25 AM  
**To:** Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Bedard, David (DOT) <david.bedard@state.ma.us>  
**Cc:** Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>  
**Subject:** Registrar/IT Weekly Check in

Good Friday morning Registrar and Dave,

Below please find this week's updates for consideration during our scheduled 10 AM call today.

Have a very happy Passover, Easter Sunday – Resurrection Day,  
Mark

**RMV Citrix Server Maintenance**

- Completed 4/13 with no issues

**Watertown RMV Service Center Move**

- No official move date. Per Aric Warren, move will likely be the weekend of June 1 or 8.
- Park Plaza data center electrical work planned for June 1.
- IT cannot support RMV move and electrical work same weekend.
- No other known risks or impediments with Tech.
- Comcast fiber installation.
- Waiting for final configuration including Internet to be scheduled - current target Friday 5/3.

**Taunton RMV Service Center Move**

- No official move date - targeting July 1 opening.
- If July 1 date cannot be met, the move would be delayed until January per Registrar.
- Idemia submitted SOW for DL/ID hardware 4/17.
- Site visit planned for 4/22.
- Review Comcast configuration - It is expected that Comcast work will be minimal and will only require extending circuits from current building electrical room to new space.
- Get system counts for adds/moves to new service center.
  - Provide to Idemia to create Professional Services SOW for move.

###

Miscellaneous

- USBs in Public Facing PCs
- RMV/AAA PCI QSAs Audit In-Flight
- Maintenance –Generally-

| Item | Description                                                                                                                                               | Date/Timeframe                                    | Service Impacting                                                           | Comments                                                                                                                                                                                                                                                                                                                            |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|-----------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | MassDOT IT, Operations/Server Team, RMV (ATLAS) Ongoing Windows Patching (CHG0037426/CHG0037427)                                                          | Sunday, April 21, 2019 at 02:00 AM until 08:00 AM | NO prolonged interruption of service; however, brief disruptions may occur. | Standard monthly patching cycle from 2 AM to 8 AM on the 2nd Sunday after Microsoft Patch Tuesday (2nd Tuesday of the month).                                                                                                                                                                                                       |
| 2    | EOTSS to perform non-disruptive maintenance on the Netapp storage environment. The maintenance is required to update the environment to support Atlas R2. | TBD                                               | No downtime is expected.                                                    | There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2. To complete these activities, EOTSS is proposing weekly storage maintenance windows <b>starting on April 25<sup>th</sup></b> . The maintenance has been tentatively scheduled over multiple weeks to minimize |

|   |                                 |                                 |  |                                                                                                                               |
|---|---------------------------------|---------------------------------|--|-------------------------------------------------------------------------------------------------------------------------------|
|   |                                 |                                 |  | risks to the ATLAS environment All maintenance will be done "live" and will not require any downtime of the ATLAS environment |
| 3 | Digital Safety Training Program | Ongoing; no later than April 30 |  |                                                                                                                               |

4/19/2019 9:22 AM

**From:** Newton, Mark (DOT)  
**Sent:** Wednesday, April 17, 2019 10:44 AM  
**To:** Deveney, Erin (DOT) <[Erin.Deveney@dot.state.ma.us](mailto:Erin.Deveney@dot.state.ma.us)>  
**Cc:** Bedard, David (DOT) <[david.bedard@state.ma.us](mailto:david.bedard@state.ma.us)>; Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)>  
**Subject:** REMINDER: Registrar/IT Weekly Check in

Good Morning Registrar,

Just a quick reminder from our last Friday morning discussion of this evening s EOTSS "non-disruptive maintenance" – except for 2 to 30 minutes when VPN connections may experience a short disruption in service Impact should be minimal except those who VPN in at night to check their email

EOTSS performing non-disruptive maintenance to internet 04-17-2019 No downtime is expected EOTSS managed site-to-site VPN connections WILL experience a short disruption from as little as 2 minutes and possibly up to 30 minutes in duration during the change window  
 2 circuits at MITC and SDC Wednesday April 17th at 7:00 PM 07:00 PM – 11:59 PM

Regards,  
 -Mark

**From:** Deveney, Erin (DOT)  
**Sent:** Saturday, April 13, 2019 7:37 PM  
**To:** Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)>  
**Cc:** Bedard, David (DOT) <[david.bedard@state.ma.us](mailto:david.bedard@state.ma.us)>  
**Subject:** Re: Registrar/IT Weekly Check in

Great update

Let 's hope everything stays this smooth all week

Thanks so much!

Sent from my iPhone

On Apr 13, 2019, at 5:51 PM, Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)> wrote:

Quick Update:

RMV Citrix Server Work - "We just finished both migration and testing, everything went pretty smooth, no issues to report "

The team will be checking everything out again, just as an extra precaution Monday  
 Thank you Registrar Have a fantastic weekend, both of you  
 -Mark

Sent from my iPhone

On Apr 12, 2019, at 9:38 AM, Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)> wrote:

Hello Registrar, Dave,

Here are this week's discussion items for our 10 AM call.

Best,  
 Mark

**RMV Citrix Server Maintenance**

- Migrating RMV Citrix server to new hardware and storage Saturday, 4/13/2019, 2 - 8 PM
- Eliminates problematic Extreme IO storage that was root cause of recent major RMV incident (INC0204442 - Urgent Citrix Unavailable - (3/6/2019)
- ALARS and Microsoft Office applications impacted
- Required to vacate 10 PP 8110 data center by June 1 ahead of major electrical maintenance
- Very low technical risk to complete
- Harri Rosenberg and Matt Wood have approved
- Extra day to address any issues with 3-day weekend
- Delaying work would introduce further risk – timeline/dependent work is tight to meet June 1 deadline to vacate Suite 8110

**Watertown RMV Service Center Move**

- No official move date. Opening date no sooner than May 17, 2019
- No known risk or impediments with IT.
- Comcast fiber installation
  - Installation completion scheduled for 4/12/19
- Internet configuration may not get completed until another 2 weeks. 4/10 site survey found minor issue with design

**Taunton RMV Service Center Move**

- Still no official move date – presently targeting July 1 opening
- If July 1 opening cannot be met, the move would be delayed until January per Registrar
- Received floorplan on 4/8
- 10 DL/ID complete kits (present state = seven -7-)
- Three -3- additional DL/ID needed
- Two -2- spare in inventory with Idemia, at least one -1- needs to be procured (12-16 week lead time) will confirm with Idemia they can borrow -1- DL/ID kit from break/fix pool until new DL/ID kit(s) arrive(s)
- Submitting request for SOW to Idemia by 4/12
- Site visit planned for week of 4/15
- After review of Comcast configuration, it is expected that Comcast work will be minimal, and will only require extending circuits from current building electrical room to new space (i.e., no trenching)

###

Miscellaneous

- Maintenance –Generally-

| Item | Description                                                                                                                                                    | Date/Timeframe                       | Service Impacting                                                             | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|-------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | CHG0037396 – Migrate Citrix Servers to New Hardware and Storage – work needed to vacate 10 PP 8110 data center by June 1 ahead of major electrical maintenance | 04-13-2019<br>02:00 PM -<br>08:00 PM | No Citrix access to ALARS or Microsoft Office Applications during maintenance | Maintenance scheduled for Saturday afternoon thru Saturday evening                                                                                                                                                                                                                                                                                                                                                                                             |
| 2    | EOTSS performing non-disruptive maintenance to internet circuits at MITC and SDC Wednesday April 17th at 7:00 PM (EOTSS: ServiceNow CHG0008600)                | 04-17-2019<br>07:00 PM –<br>11:59 PM | No downtime is expected                                                       | EOTSS managed site-to-site VPN connections WILL experience a short disruption from as little as 2 minutes and possibly up to 30 minutes in duration during the change window                                                                                                                                                                                                                                                                                   |
| 3    | EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support ATLAS R2        | 04-13-2019<br>02:00 PM –<br>10:00 PM | No downtime is expected                                                       | There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2 To complete these activities, EOTSS is proposing weekly storage maintenance windows <b>starting on April 25<sup>th</sup></b> The maintenance has been tentatively scheduled over multiple weeks to minimize risks to the ATLAS environment All maintenance will be done “live” and will not require any downtime of the ATLAS environment |
| 4    | Digital Safety Training Program                                                                                                                                | Ongoing; no later than April 30      |                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

4/12/2019 9:20 AM

**From:** Newton, Mark (DOT)  
**Sent:** Thursday, April 04, 2019 2:54 PM  
**To:** Deveney, Erin (DOT) <[Erin.Deveney@dot.state.ma.us](mailto:Erin.Deveney@dot.state.ma.us)>; Bedard, David (DOT) <[david.bedard@state.ma.us](mailto:david.bedard@state.ma.us)>  
**Cc:** Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)>  
**Subject:** Registrar/IT Weekly Check in

Happy Pre-Friday – Registrar, Dave!

Here are this week's updates for consideration during tomorrow's scheduled 10 AM call. Given there are no significant material issues or updates, would you like to forego this week's call, or would you prefer to meet as usual, could you kindly let us know Registrar? Thank you

Regards,  
Mark

**QHQ 1st Floor Atlas Business Testing/Training**

- QHQ 1st Floor Atlas Business Testing/Training
- Ricoh Printer(s): Contact Center & Training: Deliver Date: **-Delivered- 4/4/2019-**

**Watertown RMV Service Center Move**

- No official move date. Opening date no sooner than May 6, 2019
- No known risk or impediments with IT
- Agreed to use 49" TV monitors for QFlow, MVN and Security
- Comcast fiber installation
- Installation completion scheduled for ~~3/29/19~~ 4/12/2019

**Taunton RMV Service Center Move**

- No official move date. Approximate June/July 2019
- Demolition permit in process
- Expected to be moved in before RMV operational freeze July 1

- If July 1 date cannot be met, the move would be delayed until January per RMV Registrar

**AAA Boston --NEW--**

- AAA planning to move its location somewhere in PO Square in Fall 2019
- No other details at this time.

###

Miscellaneous

- Maintenance –Generally-

| Item | Description                                                                                                                                             | Date/Timeframe                         | Service Impacting                                                                                      | Comments                                                                                                                                                                                                                                                   |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|--------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | TSS performing monthly Mainframe Logical Partition (or "LPAR") maintenance on Sunday April 7th (EOTSS: ServiceNow CHG0007528) CHG0037308 -              | Sunday, April 7, 2019 from 3:30 – 5:30 | No downtime Expected to return to service by 4 00 (+/-), within the daily Mainframe Maintenance Window | Occurs during the beginning of every month RMV Applications, Production Support to monitor and confirm, as is standard practice                                                                                                                            |
| 2    | Migration of Inner DMZ firewall and Load Balancer functions to new equipment in Suite 8150                                                              | 04-07-2019 03:00 AM - 05:00 AM         | Yes; no RMV payment transactions from 3 – 4 AM; (4-5 Testing/Monitoring)                               | Part II of II, /Testers scheduled/Mark has sent notification 4/3/19                                                                                                                                                                                        |
| 3    | EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support Atlas R2 | 04-13-2019 02:00 PM - 10:00 PM         | No downtime is expected                                                                                | To mitigate risk, EOTSS would like to schedule this effort as an eight -8- hour window outside of business hours /Testers scheduled/ Mark has sent LIMITED notification 4/3/19 JUST to Registrar for her approval If approved, larger distribution planned |
| 4    | Digital Safety Training Program                                                                                                                         | Ongoing; no later than April 30        |                                                                                                        |                                                                                                                                                                                                                                                            |

4/12/2019 9:14 AM

**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 29, 2019 9:10 AM  
**To:** Deveney, Erin (DOT); Bedard, David (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** Registrar/IT Weekly Check in

Good Morning,

Please find the following updates for consideration during this morning s regularly scheduled 10 AM call

**QHQ 1st Floor Atlas Business Testing/Training**

- QHQ 1st Floor Atlas Business Testing/Training
- Ricoh Printer(s): Deliver Date: Thursday, April 4, 2019, all three -3- machines to Quincy RMV Headquarters

**AAA Leominster Move**

- Move Date – Completed successfully on March 22, 2019

**Watertown RMV Service Center Move**

- No official move date. Opening date no sooner than May 6, 2019
- No known risk or impediments with IT
- Agreed to use 49" TV monitors for QFlow, MVN and Security
- Comcast fiber installation
- Installation completion scheduled for 3/29/19 ~~-TODAY-~~

**Taunton RMV Service Center Move**

- No official move date. Approximate June/July 2019
- Demolition permit in process
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, the move would be delayed until January per RMV Registrar

**AAA Boston --NEW--**

- AAA planning to move its location somewhere in PO Square in Fall 2019
- No other details at this time.

###

Miscellaneous

- ACF
- In RE: Replacement Ricoh units two -2- for Haymarket Service Center



- As of 3/22/2019 AM, Ricoh has a tech scheduled to visit Haymarket today to assess the two devices – outcome partially dependent on results of their findings
- Ricoh IS aware of our desire for replacement units AND aware that this matter is visible at the highest level
- UPDATE: Due to the fact that the Haymarket units were part of the pilot, there was a HEAP/STACK setting that was pushed out to all but the Haymarket machines, that is in the process of being confirmed and/or reset to the optimum or new default setting to match the rest of the locations Symptom was: Delay when calling up the Autostore (Print-on-Demand) feature of the Ricoh devices, at times causing users to become frustrated and reset the device
- ALARS Freeze Board (AFB) Candidate: 2019: Production Issue - Garage Code Update Process for Address Changes in ALARS (RMVLV25D) – Approved by Registrar, will move to Production next week
- Maintenance –Generally-

| Item | Description                                                                                                                                             | Date/Timeframe                 | Service Impacting                                                        | Comments                                                                                                                                                                       |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|--------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | MassDOT IT, Operations/Server Team, RMV (ATLAS) Ongoing Windows Patching                                                                                | 3/31/2019, 02:00 AM - 08:00 AM | No downtime is expected                                                  | <u>Pending Registrar approval</u> /Testers scheduled/Mark to send notification                                                                                                 |
| 2    | CHG0037247 - Migration of Outer DMZ firewall and Load Balancer functions to new equipment in Suite 8150                                                 | 03-31-2019 03:00 AM - 05:00 AM | Yes; no RMV payment transactions from 3 – 4 AM; (4-5 Testing/Monitoring) | Part I of II, Part II next week /Testers scheduled/Mark to send notification                                                                                                   |
| 3    | EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support Atlas R2 | TBD                            | No downtime is expected                                                  | To mitigate risk, EOTSS would like to schedule this effort as an eight -8-hour window outside of business hours /Testers aware but not yet scheduled/Mark to send notification |

4/12/2019 9:14 AM

---

**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 22, 2019 9:43 AM  
**To:** Deveney, Erin (DOT); Bedard, David (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** Registrar/IT Weekly Check in

Good FRIDAY Morning Registrar, Dave,  
 Today's updates for consideration during this morning's scheduled 10 AM call

**QHQ 1st Floor Atlas Business Testing/Training**

- All 26 New PCs for third floor desks have been installed and are connected to the network
- QHQ 1st Floor Atlas Business Testing/Training
- Ricoh Printer(s) Target Date: (*backordered MP4055*) First week of April for all three -3- printers (specific date to be provided)

**AAA Leominster Move**

- Move Date ~~TODAY~~: March 22, 2019

**Watertown RMV Service Center Move**

- No official move date Tentative opening date April 29, 2019
- No known risks or impediments with IT
- Awaiting feedback from General Services on TV size - Current Service Center uses 55" due to high ceilings - Standard is 49"
- Comcast fiber installation
- Fiber splice installation completed 3/18
- Installation completion scheduled for 3/29/19

**Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Demolition permit in process
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, the move would be delayed until January per RMV Registrar

**Roslindale RMV Service Center**

- Very early in process
- Targeting Q1 2020 CY opening

###

**Miscellaneous**

- ACF Technologies, Q-Flow Queuing Application Deprecation of the AWS Classic VPN Connection by 4/1/2019 Thursday, March 21, 2019 afterhours @ 5:30 PM
- EOTSS Resources on hand at the beginning of the work (5:30 PM) from 07:00 AM on Friday, March 22, 2019
- ACF Resources also available Thursday and Friday (Pulseway access to confirm QFlow functionality (all but printing tickets)
- MassDOT IT, to coordinate with DMs to arrange for RMV testers within each region
- **Primary mission successful** – will need to schedule a subsequent effort to facilitate failover ACF/QFlow VPN connection to Springfield Data Center (or "SDC")
- Post action review of Citrix production incident

**Root Cause**

This was a very unusual hardware failure that might be described as "once in a lifetime" Our storage hardware is highly redundant, but had both backup batteries fail within a few minutes of each other at just before 10:00pm on March 5<sup>th</sup>. The device shut itself down to prevent data loss. We identified the

root cause and ordered replacement parts by 4 00am on March 6 The parts arrived and were installed by noon Restoring the server environment took until 5 00pm that day

#### Next Steps

- Retire this storage device and move all data to brand new hardware by 5/17
- Review other hardware around DOT to proactively identify any older pieces that may be subject to similar failures Complete by 5/31
- Hire an architect to review our current server and storage architecture, with the objective of providing more redundancy and reducing our recovery time for future incidents He will start in the next two weeks and we expect the new architecture design to be complete by 5/3 We will immediately begin implementation of the recommended changes
- We are in the process of redesigning our incident response processes We will complete and deploy the changes by 4/26
  
- Replacement Ricoh units two -2- for Haymarket Service Center
- As of 3/22/2019 AM, Ricoh has a tech scheduled to visit Haymarket today to assess the two devices – outcome partially dependent on results of their findings
- Ricoh IS aware of our desire for replacement units AND aware that this matter is visible at the highest level
- ALARS Freeze Board (AFB) Candidate: 2019: Production Issue - Garage Code Update Process for Address Changes in ALARS (RMVLV25D)

4/12/2019 9:14 AM

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 15, 2019 2:53 PM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Additionally, I confirmed;

- that the wall bracket for the QFlow TV is fit for purpose with Bill Norrish (Watertown)
- that Jim Tilley of the MassDOT IT, Network team will be on the watch for the EOTSS/Q-Flow, Deprecation of the AWS Classic VPN Connection on Thursday, March 21, 2019 afterhours @ 5:30 PM / Friday AM
- Paul Lavallee has sent an update/reminder to the RMV DM s regarding upcoming scheduled DCP implantations

I also followed-up on an Email from Bill Norrish to David Hempe regarding attempting to confirm the AAA Leominster move date tentatively re-scheduled to March 22, 2019 – awaiting reply

Have a fantastic weekend to you both!  
-Mark

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**From:** Bedard, David (DOT)  
**Sent:** Friday, March 15, 2019 12:49 PM  
**To:** Newton, Mark (DOT); Deveney, Erin (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

I confirmed there is a \$500k placeholder for OPMI dashboard work, subject to final approval and any changes in priorities I will touch base with Rachel on Monday

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 15, 2019 9:48 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

#### [QHQ 1st Floor Atlas Business Testing/Training](#)

- Ricoh Printer(s) Target Date: TBD
- Order placed / awaiting delivery status from Ricoh
- [AAA Leominster Move](#)
- Move Date – Tentatively re-scheduled to March 22, 2019
- Waiting for AAA confirmation

#### [Watertown RMV Service Center Move](#)

- No official move date. Tentative opening date April 29, 2019
- Comcast fiber installation
- Fiber splice installation scheduled for Friday, 3/15
- Installation completion scheduled for 3/29/19
- AV Installation to support QFlow
- Completed 3/14
- ACF
- ACF to deliver wall bracket for QFlow TV by 3/8 so General Contractor can install
- Received By General Contractor on schedule 3/8
- Updated computer/IP worksheet completed with existing equipment IP information
- Beth Pellegrini ordered second Bank of America scanner for new Cash Room

#### [Taunton RMV Service Center Move](#)

- No official move date Approximate June/July 2019
- Demolition permit has been pulled (Planet Fitness)
- Lease was signed
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per RMV Registrar

### Rosindale RMV Service Center

Very early in process

Targeting Q1 2020 CY opening

###

Miscellaneous

- Update: Attleboro Q-Flow Kiosk  
ACA to perform an onsite review of kiosk and also bring a replacement monitor with the bread board (or "internal touchscreen") that goes inside the kiosk Tech will be onsite either on Tuesday or Wednesday of next week / these days were chosen as it's less busy at the service center  
INCO205329 / SR00008508 - Attleboro - the QFlow self-service kiosk is not working properly, keeps losing a connection to the system <THIS week>  
INCO204658 / SR00008268 - having on going issues with q-flow system - not printing and wrong categories calibrated <last week>
- Effort 1 of 2 - MassDOT IT, Server: Routine Security Updates to the ATLAS System  
Sunday, March 17, 2019 from 03:00 AM to 04:00 AM (Estimated), the MassDOT IT, Server team will be performing routine security updates to the ATLAS system  
NO prolonged interruption of service is expected; however, brief disruptions may occur during this time
- Effort 2 of 2 - EOTSS, MassDOT IT, Chelsea Circuit Cut Over to New Core Switches  
Sunday, March 17, 2019 from 08:00 AM to 11:00 AM (Estimated), we will be cutting over the EOTSS Chelsea circuits to the new Cisco 9300 Core WAN layer distribution switches in the 8150 server room, as part of the comprehensive Core Migration project  
NO interruption of service is expected; however, brief disruptions may occur
- ACF Technologies, Q-Flow Queuing Application Deprecation of the AWS Classic VPN Connection by 4/1/2019  
Thursday, March 21, 2019 afterhours @ 5:30 PM
- EOTSS Resources on hand at the beginning of the work (5:30 PM) from 07:00 AM on Friday, March 22, 2019
- ACF Resources also available Thursday and Friday (Pulseway access to confirm QFlow functionality (all but printing tickets)
- MassDOT IT, to coordinate with DMs to arrange for RMV testers within each region
- Post action review of Citrix production incident (TBD)
- RMV Application Development Fixed an online (web) code bug (INCO205513) that was preventing certain 'Company' plate types from getting a duplicate registration online While the reported incident is for a municipal plate (MVN) it was discovered that five additional 'Company' plates types were being excluded too Company plates types fixed and tested are as follows:  
<Value>ATN</Value>  
<Value>AXN</Value>  
<Value>MVN</Value>  
<Value>MXN</Value>  
<Value>STN</Value>  
<Value>SXN</Value>  
CHG0037130 - INCO205513 - error duplicating Municipal (MVN) registrations via e-services
- Reminder to DMs, anyone wishing to deploy QFlow DCP by the April 12, 2019 deadline should be expressing their interests now  
4/12/2019 9:14 AM

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**From:** Newton, Mark (DOT)

**Sent:** Friday, March 08, 2019 9:47 AM

**To:** Bedard, David (DOT); Deveney, Erin (DOT)

**Cc:** Newton, Mark (DOT)

**Subject:** RE: Registrar/IT Weekly Check in

Good Morning Registrar, Dave,

Below are today's updates for consideration during this morning's scheduled 10 AM call

### QHQ 1st Floor Atlas Business Testing/Training

- Ricoh Printer(s) Target Date: TBD
- Working through some procurement details / Upside: devices are quick-to-deploy
- AAA Leominster Move
- Move Date – Tentatively re-scheduled to March 22, 2019
- AAA is having IT issue that caused delay
- This is with their business IT - unrelated to RMV/MassDOT systems which are ready

### Watertown RMV Service Center Move

- No official move date - Approximate April 2019
- Comcast fiber installation
- Interior and exterior rough cabling completed
- Final installation scheduled for Friday, 3/15
- AV Installation to support QFlow
- Installation of AV systems scheduled for 3/12-3/14/19
- Fabric backdrop
- Delivered to General Services – on schedule
- ACF
- ACF to deliver wall bracket for QFlow TV by 3/8 so General Contractor can install
- Waiting for confirmation
- Draft computer/IP worksheet distributed to IT team with listing of existing equipment being moved and new equipment being installed

### Taunton RMV Service Center Move

- No official move date - Approximate June/July 2019
- Demolition permit has been pulled (Planet Fitness)
- Lease was signed
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per RMV Registrar

### Rosindale RMV Service Center

Very early in process

Targeting Q1 2020 CY opening

###

Miscellaneous

- VLS (SAVE) Production Scheduled Maintenance, Friday, March 8, 2019 from 09:00 PM until 11:59 PM  
The recommendation from the RMV business is leaving the Web transactions up and available during this upcoming maintenance period. Customers that attempt to process transactions using either a birth certificate or US Passport/Card will be successful during this SAVE outage. Since go-live the majority of documents presented for lawful presence have been either a birth certificate or US Passport/Card (77 %). If approved, I will send communications out later this AM.
- We have an alert already planned on the web site and we can add a SAVE system maintenance value so customers using SAVE transactions that don't read the alert will get stopped.
- THIS weekend the Mainframe will be going down for a Scheduled Mainframe Outage - Sunday, March 10th at 3:30 AM Clock Time scheduled to 05:45 AM. EOTSS will be setting the Mainframe clock forward one (1) hour for Daylight Savings Time (or "DST").

When: Sunday, March 10th from (2:30 AM Mainframe Time) 03:30 AM to 05:45 AM

Why: 1 Regular Monthly Charge-back IPL - RSYS and 2 Scheduled Mainframe annual Daylight Savings Time (DST) Change

Internal Impact: All access to mainframe will be effected/unavailable

RMV Customer Impact: No RMV internet (Registration & Title) transactions, no IVR transactions and no mainframe access during this time window

- ALARS Freeze Board (AFB) Candidate: 2014: Changes to No Policy Report - To be moved to Production 3/13/2019
- Interim/indefinite solution has been provided to the VSCS team/representative in Worcester

4/12/2019 9:14 AM

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 01, 2019 9:22 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Morning Registrar, Dave - Happy Friday and March 1<sup>st</sup> - Can Spring be far away?  
Here are today's updates for consideration during this morning's scheduled 10 AM call

**QHQ 1st Floor Atlas Business Testing/Training**

- 26 New PCs for third floor desks that will be vacated - deployment begun March 1

**AAA Leominster Move**

- Move Date - Wednesday, March 6, 2019
- Reached out to Karen Pardi to secure an RMV CSR for testing

**Watertown RMV Service Center Move**

- No official move date - Approximate April 2019
- Comcast fiber installation
- Interior installation of "rough" cabling completed 2/25
- Exterior installation process started including DigSafe notification
  - o Dependent on weather but expected to be completed by 3/8
- Comcast believes all work to be completed by 3/15
- AV Installation to support QFlow
- TV monitor brackets installation completed
- Requested additional PO to cover speaker wire installation from Valley Communication on 2/20
- Installation of AV systems scheduled for 3/25-3/26/19
- Fabric backdrop
- Idemia delivered to Creative Office Pavilion (furniture vendor) backdrop fabric on 2/28
- ACF SOW
- ACF to deliver wall bracket for QFlow TV by 3/8 so General Contractor can install.

**Taunton RMV Service Center Move**

- No official move date - Approximate June/July 2019
- Demolition permit has been pulled (Planet Fitness)
- Lease was signed
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per RMV Registrar

**Roslindale RMV Service Center**

- Very early in process
- Targeting Q1 2020 CY opening

###

Miscellaneous

- ACF/Q-Flow - Pulseway deployment statewide on 2/27-2/28 - successfully completed
- VLS (SAVE) Production Scheduled Maintenance, Tuesday, March 5, 2019, Estimated Duration: 10:00 PM ET until Wednesday, March 6, 2019 4:00 AM ET. Only Foreign Visa/Passport data will not be available to SAVE/VLS during this time. All other VIS functions will be available. RMV Communications (Nancy Cox) has crafted and scheduled a Web alert.
- NEXT weekend the Mainframe will be going down for a Scheduled Mainframe Outage - Sunday, March 10th at 3:30 AM Clock Time scheduled to 05:45 AM. EOTSS will be setting the Mainframe clock forward one (1) hour for Daylight Savings Time (or "DST").

When: Sunday, March 10th from (2:30 AM Mainframe Time) 03:30 AM to 05:45 AM

Why: 1 Regular Monthly Charge-back IPL - RSYS and 2 Scheduled Mainframe annual Daylight Savings Time (DST) Change

Internal Impact: All access to mainframe will be effected/unavailable

RMV Customer Impact: No RMV internet (Registration & Title) transactions, no IVR transactions and no mainframe access during this time window

- ALARS Freeze Board (AFB) Candidate: 2014: Changes to No Policy Report (Approval: Y/N)

4/12/2019 9:14:28 AM

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, February 22, 2019 9:12 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Morning Registrar, Dave,

Here are today's updates for consideration during this morning's scheduled 10 AM call

**QHQ 1st Floor Atlas Business Testing/Training**

- 26 New PCs are being proposed for third floor desks that will be vacated Targeting March 1 completion
- New Ricoh color copier will be installed in space IT Service Desk working with Ricoh to procure
- Interim color printer and black and white copier were installed 2/14

**AAA Leominster Move**

- Move Date – Re-scheduled March 6, 2019
- Comcast RMV data installation completed 2/14

**Watertown RMV Service Center Move**

- No official move date Approximate April 2019
- Comcast fiber installation
- Plans were approved by mall management 2/20
- Interior installation of cabling could start as early as 2/22
- Exterior installation process started including DigSafe notification
- Dependent on weather but no expected issues completing before 4/1/19
- AV Installation to support QFlow
- TV monitor brackets delivered 2/15
- Learned on 2/20/19 that installation of speaker wire not included in General Contractor contract
- This differs from last two Service Center buildout
- Requested additional PO to cover speaker wire installation from Valley Communication on 2/20
- Tentative installation of AV systems scheduled for 3/26/19
- Fabric backdrop
- Creative Office Pavilion (furniture vendor) needs roll of backdrop fabric by 3/1
- Confirmed with Idemia They will have in Billerica well before that date
- ACF SOW
- Submitted IT Request for SOW 2/19

**Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Lease was signed
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per RMV Registrar

**Roslindale RMV Service Center**

- Very early in process
- Targeting Q1 2020 CY opening

###

Miscellaneous

- REMINDER: RMV - Database Maintenance for Production CV11 – Monday, February 25th - 2019 - 03:00 AM – 04:00 AM - no additional down time – MassDOT IT, Change Request CHG0036856  
Received an NCOA (National Change of Address) file from ATLAS to be imported into ALARS The file contains 3,587,386 records  
In order process 3.5+ million records into ALARS the ADDR (Address) area of the database needs to be expanded to hold this additional data This process is expected to take 40 minutes
- MassDOT IT, Operations/Server Team, RMV (ATLAS) Ongoing Windows Patching: 2/24/2019, 02:00 AM - 08:00 AM - We expect NO prolonged interruption of service; however, brief disruptions may occur

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, February 15, 2019 8:48 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Morning Registrar,

Here are today's updates for consideration during this morning's scheduled 10 AM call

Appearing at the bottom are a few MassDOT IT, ALARS Freeze Board (or "AFB") items for which I would ask your consent to move forward and some miscellaneous points of interest...

Thank you Registrar,  
Mark

**Back Office/Facial Rec Production Issues**

- Root Cause Analysis Meeting was held on 2/14/2019
- Discussion/Findings/Calls to Action

**QHQ 1st Floor Atlas Business Testing/Training**

- Systems and employee moves from Third floor to 1st floor completed 2/14
- 26 New PCs are being proposed for third floor desks that will be vacated Targeting March 1 completion

- New Ricoh color copier will be installed in space IT Service Desk working with Ricoh to procure
- Interim color printer and black and white copier were installed 2/14

**AAA Leominster Move**

- Move Date – Re-scheduled March 6, 2019
- Changed from Feb 22 to avoid school vacation week and AAA travel event week of 2/25
- Comcast completed RMV data installation 2/14

**Watertown RMV Service Center Move**

- No official move date Approximate April 2019
- Comcast fiber installation
- Awaiting for ETA on delivery of detailed installation plans Process is underway
- Plans will need to be approved by mall management before they can start installation
- This continues to require close monitoring to ensure completion before scheduled opening
- General Contractor needs monitor brackets for QFlow/MVN TVs by 2/15
- Valley to delivered 2/14
- Fabric backdrop
- Creative Office Pavilion (furniture vendor) needs roll of backdrop fabric by 3/1
- Confirmed with Idemia They will have in Billerica well before that date
- ACF SOW
- Still waiting for SOW from ACF
- Followed up again on 2/13 and escalated today 2/15

**Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Lease was signed
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per Registrar

###

(AFB)

- 1 ALARS Freeze Board (AFB) Candidate: 2017: Production Issue - Excise value calculation field is two (2) bytes short causing a truncation of Excise Tax Value
- 2 ALARS Freeze Board (AFB) Candidate: 2014: Changes to No Policy Report
- 3 ALARS Freeze Board (AFB) Candidate: 2018: Please disable the RMV's Policy Information Portal (PIP) public version only (DMZ-WB-BOS-P12/P13) - completely offline-

###

Miscellaneous

- RMV - Database Maintenance for Production CV11 – Monday, February 25th - 2019 - 03 00 AM – 04:00 AM - no additional down time – MassDOT IT, Change Request CHG0036856
- INCO200051 - ALARS CREDIT CARD TRANSACTION is not going through in the Application bottom left just shows 2 Parenthesis – (Enforcement Services)
- MAB Placard Printer Proof of Concept (PoC), Other
- Proof of Concept testing (Future State) - **with RMV Business/Tech coordinating a meeting for next week with MAB stakeholders, Lexmark representative, RRD representative and Tech**
- Desk and DL/ID assets move located in the 3rd floor of Haymarket, MAB Walk-In service room (Room 343) Tuesday, February 12th 8 AM-9 AM – **COMPLETED as scheduled-**
- INCO200481 - Medical Affairs workstation signature pad and camera is indicating not connected – (MAB) Walk-Walk-In (Rm 343)
- Instituting a self-service digital kiosk and/or registration center with application technology (i.e. QLESS servicing platform) similar to the EZ-PASS customer counter and RMV Service Centers – **With RMV Business/No Tech action at this time**
- TEMPORARILY Relocate Printer QHQ:3rd Floor-MAB-PLACARD (ATLAS – 3109 Jen Hoban s area) from QHQ to Haymarket MAB 4th Floor Location – **Permissions confirmed with Sye to relocate the printer, indefinite to permanent term, coordinating with General Services to physically move this floor standing printer – Work in Progress – (Current State)**
- A wall monitor in Corrine Steller s office that has the ability for a split screen dashboard - **Requires further discussion with Corrine, to be held within a week's time**
- Requisition two (2) privacy screens for the Room 343 DL/ID workstation monitors - **REQ0028889**

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, February 08, 2019 12:40 PM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Afternoon Registrar,

A quick follow-up to outstanding questions from this morning s call...

- There will be phones in adequate supply for the QHQ moves
- Greenfield QFlow connectivity issues are reported/confirmed resolved
- Haymarket QFlow tablet issue is also reported/confirmed resolved

Thank you Registrar

Best,  
 Mark

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, February 08, 2019 9:18 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Another Fantastic Friday morning to you... Here are the updates for consideration during this morning s scheduled 10 AM call...

**Back Office/Facial Rec Production Issues**

- Meeting has been scheduled with Idemia to discuss root cause (Wednesday, February 13, 2019)
- More detail to follow meeting

**MAB Placard Printer Proof of Concept (PoC), Other**

- MassDOT IT is working multiple MAB priorities including Placard Printer PoC – Details within attachment
  - Desk and DL/ID assets move located in the 3rd floor of Haymarket, MAB Walk-In service room (Room 343) Tuesday, February 12th 8 AM-9 AM
  - Instituting a self-service digital kiosk and/or registration center with application technology (i.e. QLESS servicing platform) similar to the EZ-PASS customer counter and RMV Service Centers (please see attachment)
  - TEMPORARILY Relocate Printer QHQ-3rd Floor-MAB-PLACARD (ATLAS – 3109 Jen Hoban's area) from QHQ to Haymarket MAB 4th Floor Location
  - A wall monitor in my office (C S ) that has the ability for a split screen dashboard
- << Message: Re: MAB Facility Upgrade Request and Customer Servicing Project >>

**Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)**

- Will coordinate delivery post successful completion of Placard Printers

**AAA Leominster Move**

- Move Date – Feb 22, 2018 \*NEW\*
- Comcast had minor site issues and new plan was needed Required coordination with landlord Awaiting revised install schedule
- Monitoring closely with AAA for impact to move date

**QHQ 1st Floor Atlas Business Testing/Training**

- Furniture and cabling completed
- Systems and employee moves expected to be completed 2/15
- John Primerano and Dawn Ball coordinating schedule
- 26 New PCs are being proposed for third floor desks that will be vacated Targeting March 1 completion
- New Ricoh color copier will be installed in space Dawn Ball working with Ricoh to procure
- May need to use interim device if copier not delivered in time

**Watertown RMV Service Center Move**

- No official move date Approximate April 2019
- Construction work resumed
- Comcast fiber installation
- Mall management is requiring more detailed installation plans than have been provided to date
- Waiting for plan and approach to provide from Comcast management
- This continues to require close monitoring to ensure completion before scheduled opening
- General Contractor needs monitor brackets for QFlow/MVN TVs by 2/15
- Waiting for delivery confirmation

**Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Risks High complexity, moderate to high exposure to risk
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per Registrar

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, February 01, 2019 9:08 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Friday Morning to you both...  
<< OLE Object: Picture (Device Independent Bitmap) >>

**Back Office/Facial Rec Production Issues**

- Ongoing, progress being made

**Procure Lexmark Placard Printer for Medical Affairs Bureau (MAB)**

- Proof of Concept testing is being conducted at QHQ there has been some team hands-on, and we're looking at engaging representatives of both RRD and Lexmark (vendor/reseller) to ensure testing is optimized (for proposed volume and quality) and more closely resembles likely real use

**Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)**

- Will coordinate delivery post successful completion of Placard Printers

**AAA Leominster Move**

- Move Date – Changed to Feb 15, 2018
- Comcast had minor site issues and new planned is needed Awaiting revised install schedule

**QHQ 1st Floor Atlas Business Testing/Training**

- Walkthrough with RMV Business 1/30
- Finalized move locations
- Run book ("plan") created and distributed
- Inno4 cabling work started this week
- Furniture will be installed on Feb 1
- Systems and employee moves expected to be completed 2/15
- Finalizing employee moves and BOM with John Primerano and Dawn Ball
- 26 New PCs are being proposed for third floor desks that will be vacated Targeting March 1 completion
- New Ricoh color copier will be installed in space Dawn Ball working with Ricoh to procure

- May need to use interim device if copier not delivered in time

#### Watertown RMV Service Center Move

- No official move date Approximate April 2019
- Risks High complexity, moderate to high exposure to risk
- Construction work stoppage due to licensing issue with General Contractor
- Expected to be resolved in a few days
- Planned interior rough fiber cabling by Comcast within existing RMV was cancelled last minute as a result
- Mall management instructed Comcast to vacate premise
- Comcast fiber installation
- After work resumes, a meeting is needed with Comcast, Aric Warren, Bill Norrish and mall management to discuss new plan and obtain approval
- Work will require trenching from mall to service center to replace existing Comcast aerial connections
- Per Comcast, about 2 days of work Dependent on weather Dig Safe process was initiated
- Comcast believes there are no issues meeting March 15 date to complete
- General Contractor needs monitor brackets for QFlow/MVN TVs by 2/15
- Once PO is issued, Valley can order brackets They expect to easily meet 2/15 date

#### Taunton RMV Service Center Move

- No official move date Approximate June/July 2019
- Risks High complexity, moderate to high exposure to risk
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per RMV Registrar

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**From:** Bedard, David (DOT)  
**Sent:** Friday, January 25, 2019 8:37 AM  
**To:** Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good morning Weekly update below I asked Mark to join us this week as he did a lot of research on Leominster

#### Back Office/Facial Rec Production Issues

- Enforcement Services, Facial Recognition team is in the process of reviewing the Idemia findings

#### Workstation Issues at Leominster Service Center

- A review of reported Incidents at the RMV Leominster Service Center was initiated with Service Delivery (from November 1, 2018 – January 22, 2019) With particular focus on the following stations (5,6, 12, 10 and 11) – but **all** counters reported incidents were reviewed
- The question was posed to the Service Delivery team regarding the integrity of the workstations in that Service Center, are they more prone to problems than usual, or more so than any other Service Center? –No-
- Of a total reported Incidents of 56, (including “N/A”) the breakdown is
- People: 25 – Training type issues: With resolutions like: “Rebooted the PC, Signature Pad and Camera,” (most frequent) or “Loose or Unplugged Power Cord”
- Process: 5 – Password Had Expired, CIRV screen not working as expected, as there were no orphan records to process
- Technology: 23 – Technology issues: Legitimate tech problems with resolutions like: “Software Update Applied,” or “Replaced vision tester” or “Workstation reimage (q=2)” or “Vendor Resolved”
- In summary, the team feels that if the District Managers, Service Center Managers and staff could be reminded of, and continue to reinforce the importance of, and the need to allow ample time when logging in to allow ALL the software components to fully load (Operating System, Idemia software, Credit Card Processing Software, ATLAS software) and the peripherals (ALL the peripherals) The sentiment is, that as long as it sometimes seems to take to wait while logging in to a workstation (and logging off when done) – the time is well spent, as opposed to rushing the load process, having items not load properly, then having to go through a complete troubleshooting regime to isolate the source of a potential problem or place a call to Business Support and/or the Service Desk Also, Service Center personnel, when logging out should be leaving the machines powered “On” so patches may be installed properly and, if/as needed, the machines may be remoted into by appropriate MassDOT IT personnel

#### Procure Lexmark Placard Printer for Medical Affairs Bureau (MAB)

- Lexmark CS820de color printer device (1) successfully installed for ATLAS and MAB Placard Proof of Concept (or “PoC”) testing on 1/18/2019 Testing is in progress and initial sentiment appears to be good

#### AAA Leominster Move

- Move Date – As of 1/24/2019 **NEW DATE: Changed to Friday, February 15, 2018**
- Risks Low No known issues preventing move from MassDOT IT perspective
- Comcast has provided install schedule and installation completion is planned for Monday, January 28

#### OHQ 1st Floor Atlas Business Testing/Training

- Risk Moderate complexity Low/moderate exposure to risk Business drop-dead ready date mid-March provides 1 month schedule contingency
- Significant data cabling work required by Inno4 to bring data/voice capacity to 1st floor from 3rd floor
- Inno4 won re-post of bid IT Request submitted
- Work is being scheduled for week of 1/28 Requires IT Network staff to volunteer for 2 nights after hours
- Furniture will be installed on Feb 1
- Systems and employee moves expected to be completed 2/15
- Finalizing employee moves and BOM with John Primerano and Dawn Ball
- 26 New PCs are being proposed for third floor desks that will be vacated Targeting March 1 completion

#### Watertown RMV Service Center Move

- No official move date Approximate April 2019
- Risks High complexity, moderate to high exposure to risk
- Comcast submitted plans to mall management
  - It was agreed to route through the mall from existing mall telecommunication room but mall management is requiring Comcast to trench the short



distance from the back of mall to utility pole on street

- Comcast will start interior work within next 2 weeks
- Comcast initiated Dig Safe process for trenching Weather will dictate installation schedule
- Comcast will need access in existing RMV to install fiber for new service center
- Tentatively scheduled for next Tuesday, 1/29/19 from 5 to 7:30 PM It will require RMV staff to keep service center open Waiting for confirmation from Comcast before requesting RMV support
  - Comcast does not believe there will be any issue meeting March 15 deadline
- General Contractor needs monitor brackets for QFlow/MVN TVs by 2/15
  - Valley communication provided SOW and it was submitted for PO
  - Once PO is issued, Valley can order brackets They expect to easily meet 2/15 date
    - Scoping call held with ACF They will be submitting SOW for moving QFlow equipment

#### **Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Risks High complexity, moderate to high exposure to risk

#### **Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)**

- Will coordinate delivery post successful completion of Placard Printers

---

**From:** Bedard, David (DOT)

**Sent:** Friday, January 18, 2019 8:59 AM

**To:** Deveney, Erin (DOT)

**Subject:** RE: Registrar/IT Weekly Check in

Good morning This week s updates below Attached is findings to date on Back Office/Facial rec << File: 01 17 19 Issuance 360 FR Priority of Fixes IDEMIA Status\_IDEMIA\_Update docx >>

#### **Back Office/Facial Rec Production Issues**

- Discussed findings to date with Idemia management 1/17/18
- All 7 "high" priority issues reviewed
- 2 Idemia researching with Atlas/FAST
- 2 Idemia continuing to research internally
- 2 Idemia is requesting researching in conjunction with RMV team
- 1 Idemia believes system is functioning as design (FAD) but can make configure changes to meet RMV needs
- Idemia sent findings 1/17 to Sara to provide clarifications and/or coordinate on-site review with team

#### **Workstation Issues at Leominster Service Center**

- Mark Newton assigned to coordinate resolution (1/17/18)

#### **Procure Lexmark Placard Printer for Medical Affairs Bureau (MAB)**

- Lexmark CS820de color printer device (1) is installed and the network team provided an IP address for the proper VLAN membership and retested as of 7:45 AM this morning (1/18/2019)
- DL/ID equipment had to be moved/coordinated (successfully with both ATLAS and Idemia) to open up Location for the new printer in proximity to Jen Hoban s cube (3109) next to existing floor standing form factor Dell printer
- Placard media materials are on-site and ready for the proof of concept testing as soon as IP address is implemented
- Low risk

#### **North Adams RMV – Additional DL/ID**

- Completed successfully 1/17/19

#### **AAA Leominster Move**

- Move Date – Changed to Feb 1, 2018
- Risks Moderate Comcast fiber may not be installed by move date and would impact availability of RMV Services
- Awaiting installation schedule from Comcast
- Risk can be mitigated by using interim 4G wireless router to provide connectivity for RMV Services if fiber not ready
- No guarantee of performance May not be adequate for RMV Services

#### **QHQ 1st Floor Atlas Business Testing/Training**

- Work underway Completion Feb 15, 2018
- Risk Moderate complexity Low/moderate exposure to risk Business drop-dead ready date mid-March provides 1 month schedule contingency
- Significant data cabling work required by Inno4 to bring data/voice capacity to 1st floor from 3rd floor
- Received SOW from INNO4 for additional cabling for Atlas business training Cost went from \$10, 852 to \$22,082
- Cost increase due to additional 30 network drops for additional furniture for Atlas business training
- Due to increase in value, work was re-posted for bid in Commbuys Bids due to 1/18
- Even with reposting, it is expected that timeline can be met
- Furniture will be installed on Feb 1
- Systems and employee moves expected to be completed 2/15

#### **Watertown RMV Service Center Move**

- No official move date Approximate /April 2019
- Risks High complexity, moderate to high exposure to risk
- Comcast fiber will require routing from mall electrical room to new service center via plastic inter duct in non-RMV tenant ceilings
- Comcast will require approval by Mall management and landlord
- Alternative would require trenching from utility line on street behind new Service Center location This would inquire significant expense and may be difficult to perform during winter season
- Received sketch of proposed work but waiting for Comcast to answer technical questions before submitting to mall management
- Onsite meeting held on 1/16 to review server room and data/telecom requirements

- Server room will be completed within 2 weeks
- General Contractor needs monitor brackets for QFlow/MVN TVs by 2/15
- Valley communication to submit quote for PO 1/18 to supply equipment and installation services

**Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Risks High complexity, moderate to high exposure to risk

**Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)**

- Will coordinate delivery post successful completion of Placard Printers

---

**From:** Bedard, David (DOT)  
**Sent:** Friday, January 11, 2019 8:56 AM  
**To:** Deveney, Erin (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Happy Friday Updates for this week below The one thing we need to decide on is if the scanners for suspension are warranted Thanks

**North Adams RMV – Additional DL/ID**

- Install Date – Jan 16, 2018
- Risks No known Low complexity, low exposure to risk

**AAA Leominster Move**

- Move Date – Changed to Feb 1, 2018
- Risks Moderate Comcast fiber may not be installed by move date and would impact availability of RMV Services
- With move delayed 2 weeks, Comcast is more likely to meet move date
- Signed Right of Entry from landlord received Awaiting installation schedule from Comcast
- Risk can be mitigated by using interim 4G wireless router to provide connectivity for RMV Services if fiber not ready
- No guarantee of performance May not be adequate for RMV Services

**QHQ 1st Floor Atlas Business Testing/Training**

- Work underway Completion Feb 15, 2018
- Risk Moderate complexity Low/moderate exposure to risk Business drop-dead ready date mid-March provides 1 month schedule contingency
- Significant data cabling work required by Inno4 to bring data/voice capacity to 1st floor from 3rd floor
- Waiting for update SOW from INNO4 for additional cabling for Atlas business training
- Furniture and data installation to be completed Feb 5
- Systems and employee moves expected to be completed 2/15

**Watertown RMV Service Center Move**

- No official move date Approximate March/April 2019
- Risks High complexity, moderate to high exposure to risk
- Comcast fiber will require routing from mall electrical room to new service center via plastic inter duct in non-RMV tenant ceilings
- Comcast will require approval by Mall management and landlord
- Alternative would require trenching from utility line on street behind new Service Center location This would inquire significant expense and may be difficult to perform during winter season
- Onsite meeting planned for 1/15 to review server room requirements with Contractor
- Idemia SOW received 1/9

**Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019 Lease is being negotiated
- Risks High complexity, moderate to high exposure to risk

**Procure Lexmark Placard Printer for Medical Affairs Bureau (MAB)**

- Lexmark CS820de color printer device (1) was received on 1/4/19 (on schedule) and is on site in QHQ awaiting a rapid feasibility study by MassDOT IT, Service Delivery to confirm or configure for data drop, confirm power, assign IP (MassDOT IT, Network), etc
- Location is determined and confirmed in proximity to Jen Hoban's cube (3109) next to existing floor standing form factor Dell printer
- Install date will be fast tracked but actual install date is pending the completion of the feasibility study
- Placard media materials are being moved to QHQ for the proof of concept testing
- Low risk

**Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)**

- Tech is awaiting disposition by the business regarding next steps
- Estimate is three (3) to four (4) weeks for delivery of the devices from receipt of PO by Idemia
- Low risk

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**From:** Bedard, David (DOT)  
**Sent:** Monday, January 07, 2019 9:25 AM  
**To:** Deveney, Erin (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Here's the latest, we can discuss on Friday but please let me know if you have any immediate questions or concerns Thanks!

#### **North Adams RMV – Additional DL/ID**

- Install Date – Jan 16, 2018 (moved due to General Services work schedule)
- Risks No known Low complexity, low exposure to risk

#### **AAA Leominster Move**

- Move Date – Jan 18, 2018
- Risks Comcast fiber may not be installed by move date and would impact availability of RMV Services
- Signed Right of Entry from landlord to allow Comcast to perform work is still outstanding
- Risk can be mitigated by using interim 4G wireless router to provide connectivity for RMV Services
- No guarantee of performance May not be adequate for RMV Services

#### **QHQ 1st Floor Atlas Business Testing/Training**

- Work underway Completion expected mid-February
- Risk Moderate complexity Low/moderate exposure to risk Business drop-dead ready date mid-March provides 1 month schedule contingency
- Significant data cabling work required by Inno4 to bring data/voice capacity to 1st floor from 3rd floor

#### **Watertown RMV Service Center Move**

- No official move date Approximate March/April 2019
- Risks High complexity, moderate to high exposure to risk
- Comcast fiber will require routing from mall electrical room to new service center via plastic inter duct in non-RMV tenant ceilings
- Comcast will require approval by Mall management and landlord
- Alternative would require trenching from utility line on street behind new Service Center location This would incur significant expense and may be difficult to perform during winter season

#### **Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019 Lease is being negotiated
- Risks High complexity, moderate to high exposure to risk

**\*\*Mark Newton is leading point on the Printer and Scanner front, below is what he sent me but I need to follow up with him in greater detail Thought I'd pass it along and we can discuss at our meeting this week.\*\***

#### **Procure Lexmark Placard Printer for Medical Affairs Bureau (MAB)**

- Device (1) was scheduled to ship this week (confirming shipment with vendor/awaiting return communication)
- Install date may be scheduled as soon as possible after receipt
- Install the device, begin the proof of concept printing at the (MAB) business level
- Additional printers are readily available (30+ available in the channel) Lexmark indicates these models will be available for the next 3-6 months (or longer)
- Low risk profile

#### **Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)**

- In possession of quote from Idemia
- In shortest possible detail, the scanners are requested to address, modernize and secure the Bureau of Probation (or "BOP") list process and address the backlog Can also be easily used to address the Not the Same Person process, which currently suffers the same peril as the BOP list This may take some behind the scenes involvement on the IT side, as well as some cooperation with DCU
- Increase customer satisfaction, provide improved access to sensitive and timely documentation and increase the security of sensitive documents
- Reduce paper storage, reduce the need for the manual retrieval of documentation, reduce customer wait time and reduce customer return visits

**What follows, in significantly greater detail, is presented from Sherri L. Hannan, Program Coordinator III / Supervisor, CAB / Suspensions Contact Center, MassDOT/RMV**

**Ideally, each hearings officer and suspension clerk will have a scanner hardware, the DCU Datacap Navigator software, and the DCU Content Navigator software on his or her workstation. Each piece is required for the cycle to be successful.**

#### **Current Process:**

Currently, suspension clerks review a record as a driver calls in, and make the determination whether a driver needs to be added to the BOP list The clerk will inform the driver what documents are needed from the driver, and provide a fax number or address for receipt of the needed documents Once all documents are received, the typical waiting period is (14) business days for hearings officer review (though the backlog is currently several months) The clerk then collects all docs related to that particular driver, and adds the driver to the BOP list, which is currently a handwritten document in a series three-ring binder, containing personal information, a series of record checks, and all the documents supplied by the driver These include court records, driving records, photo id's and other sensitive information These binders are difficult to secure, through it is procedural to keep them locked up outside of typical business hours

A hearings officer will work the BOP list from the earliest date, pull the documents from the driver on the list, work the record, perform the record checks, hold the hearing, and file her batch work Though hearings officers in the branch are required to scan their batch work into Datacap Navigator, and file a physical copy, making available instantly to all of DCU, contact center hearings officers merely file their paper batch work to the DCU library, and have no further access to it This is an impediment to senior hearings officers for auditing purposes, continuing hearings on the same accounts, and general quality control and customer service matters

It should be noted that due to the current backlog, when a driver is calling after the (14) business days, the record has rarely been worked What happens is the suspension clerk puts the driver on hold, pulls the papers out of the BOP list binder, walks over to a hearings officer, hands the documents to the hearings officer, and waits next to the hearings officer while the hearings officer works the record, per the above This can take five minutes, or (25) minutes Sometimes longer

It's a process that snowballs the current backlog issue, puts us at risk of having personal information out and unsecured, keeps drivers on hold for exceptional periods of time, causes tension between hearings officers and suspension clerks, and keeps us all from performing our duties in real time

Future State:

My vision: Suspension clerk takes in a call from a driver. The clerk sees that the driver needs to be placed on the BOP list. The clerk advises the driver on what documents are needed in order to be placed on the list. The driver sends in the docs via fax, etc. The clerk takes in the docs, opens Datacap Navigator, selects the desired scan type (Suspension BOP Scan), accurately enters all information, and advises the driver of the (14) business day wait period.

A hearings officer actively works the BOP list by date, and searches Content Navigator by date. She will pull and print the relevant documents, work the record, hold the hearing, contact the driver with the decision, note the file appropriately, scan her batch work into Content Navigator, and send her physical batch work to the DCU library.

Regarding the backlog:

A temp would be extremely helpful in scanning in the current BOP list into Datacap Navigator. There is no CORI material in the BOP list, so it is acceptable for a temp to assist. This would enable a hearings officer to access the BOP list from any workstation at any time. But we need the physical scanner, and the two software programs and logins to make this work first.

---

**From:** Deveney, Erin (DOT)  
**Sent:** Thursday, January 03, 2019 1:01 PM  
**To:** Bedard, David (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Written is fine-feel free to use that time for something more productive. Thanks

---

**From:** Bedard, David (DOT)  
**Sent:** Thursday, January 3, 2019 12:59 PM  
**To:** Deveney, Erin (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Hello – I don't have any material updates for this week. Please let me know if you still want to talk or I can send out a written update. Thank you, Dave

-----Original Appointment-----  
**From:** Deveney, Erin (DOT)  
**Sent:** Wednesday, December 12, 2018 4:38 PM  
**To:** Deveney, Erin (DOT); Bedard, David (DOT)  
**Subject:** Registrar/IT Weekly Check in  
**When:** Friday, January 04, 2019 10:00 AM-10:30 AM (UTC-05:00) Eastern Time (US & Canada).  
**Where:** 10PP Suite 6620 or 888-390-2590 Code 5160085

**From:** [Boyle, Christopher \(DOT\)](#)  
**To:** [Lucin, Cristina \(POL\)](#)  
**Subject:** FW: MassDOT Enforcement - Hearings Calendar  
**Date:** Monday, May 06, 2019 10:39:00 AM  
**Attachments:** [image003.png](#)  
[image005.png](#)  
[Adding a Shared Calendar to Outlook.docx](#)

**From:** O'Donovan, Mary-Anne (DOT)  
**Sent:** Monday, May 6, 2019 10:39 AM  
**To:** Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>  
**Subject:** RE: MassDOT Enforcement - Hearings Calendar

Good Morning Sgt. Boyle,

I checked o365 & Tpr Lucin already has read only access to the shared calendar below. She may need to add it to her profile by following the attached instructions. Can you please have her test & let me know. Thank you

The screenshot shows the 'Edit Room Mailbox' interface in Mozilla Firefox. The browser address bar shows the URL: <https://outlook.office365.com/ecp/UsersGroups/EditRoomMailbox.aspx?ActivityCorrelk>. The page title is 'MassDOT Enforcement Services - Hearings'. On the left, there is a navigation menu with options: 'general', 'booking delegates', 'booking options', 'contact information', 'email address', 'MailTip', and 'mailbox delegation' (which is selected). The main content area shows a 'Full Access' permission section. It includes a 'DISPLAY NAME' dropdown menu with a list of users: 'Boyle, Christopher (DOT)', 'Lucin, Cristina (DOT)' (highlighted), 'Malhotra, Danish (DOT)', and 'Thompson, James (DOT)'. A tooltip box points to the list with the text: 'Use this permission to allow a delegate to open and view the contents of this mailbox. To allow the delegate to send email from this mailbox, you have to assign the Send As or the Send on Behalf Of permission.' At the bottom right, there are 'Save' and 'Cancel' buttons.



<https://massdot.service-now.com/>

*Mary-Anne O'Donovan*

MassDOT IT Service Desk  
Phone: 857-DOT-HELP (368-4357)  
Personal Line: 857.368.7807  
Cell Phone: 617.866.8944  
Email: ([DOTServiceDesk@dot.state.ma.us](mailto:DOTServiceDesk@dot.state.ma.us))



Please consider the environment before printing this email

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**From:** Boyle, Christopher (DOT) <[Christopher.P.Boyle@dot.state.ma.us](mailto:Christopher.P.Boyle@dot.state.ma.us)>  
**Sent:** Monday, May 6, 2019 10:13 AM  
**To:** O'Donovan, Mary-Anne (DOT) <[Mary-Anne.ODonovan@dot.state.ma.us](mailto:Mary-Anne.ODonovan@dot.state.ma.us)>  
**Subject:** RE: MassDOT Enforcement - Hearings Calendar

Good Morning Mary-Anne,

Is there any way for you to give Tpr Cristina Lucin access to the below shared calendar?

Thanks,

Chris

---

**From:** O'Donovan, Mary-Anne (DOT)  
**Sent:** Thursday, March 14, 2019 11:02 AM  
**To:** Boyle, Christopher (DOT) <[Christopher.P.Boyle@dot.state.ma.us](mailto:Christopher.P.Boyle@dot.state.ma.us)>; Walker, Stephen (DOT) <[Stephen.Walker@dot.state.ma.us](mailto:Stephen.Walker@dot.state.ma.us)>; Malhotra, Danish (DOT) <[Danish.Malhotra2@dot.state.ma.us](mailto:Danish.Malhotra2@dot.state.ma.us)>; Thompson, James (DOT) <[James.M.Thompson@dot.state.ma.us](mailto:James.M.Thompson@dot.state.ma.us)>  
**Subject:** MassDOT Enforcement - Hearings Calendar

Good Morning,

I have added read only permissions for you to the shared calendar above. You will need to close & re-open Outlook for the changes to take effect but then it should auto configure in your mailbox. If you have any issues, please let me know & I can remote onto your desktop to troubleshoot. Thank you



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Cell Phone: 617.866.8944  
Email: ([DOTServiceDesk@dot.state.ma.us](mailto:DOTServiceDesk@dot.state.ma.us))



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**From:** Malhotra, Danish (DOT)  
**Sent:** Friday, March 8, 2019 10:28 AM  
**To:** Silva, Elizabeth (DOT) <[Elizabeth.Silva@dot.state.ma.us](mailto:Elizabeth.Silva@dot.state.ma.us)>; Ariely, Michael (DOT) <[Michael.Ariely@dot.state.ma.us](mailto:Michael.Ariely@dot.state.ma.us)>  
**Cc:** Malhotra, Danish (POL) <[danish.malhotra@pol.state.ma.us](mailto:danish.malhotra@pol.state.ma.us)>  
**Subject:** RE: Hello!

Good Morning Liz,

Here is the list of people that would require READ-ONLY access to the calendar

**From:** [O'Donovan, Mary-Anne \(DOT\)](#)  
**To:** [Boyle, Christopher \(DOT\)](#)  
**Subject:** RE: MassDOT Enforcement - Hearings Calendar  
**Date:** Monday, May 06, 2019 10:38:00 AM  
**Attachments:** [image003.png](#)  
[image005.png](#)  
[Adding a Shared Calendar to Outlook.docx](#)

Good Morning Sgt. Boyle,

I checked o365 & Tpr Lucin already has read only access to the shared calendar below. She may need to add it to her profile by following the attached instructions. Can you please have her test & let me know. Thank you

MassDOT Enforcement Services - Hearings

general  
booking delegates  
booking options  
contact information  
email address  
MailTip  
▶ mailbox delegation

+ -

DISPLAY NAME

Full Access  
The Full Access permission allows a delegate to open this mailbox and behave as the mailbox owner.

+ -

DISPLAY NAME

- Boyle, Christopher (DOT)
- Lucin, Cristina (DOT)**
- Malhotra, Danish (DOT)
- Thompson, James (DOT)

Use this permission to allow a delegate to open and view the contents of this mailbox. To allow the delegate to send email from this mailbox, you have to assign the Send As or the Send on Behalf Of permission.

Save Cancel



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*Mary-Anne O'Donovan*

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Massachusetts Department of Transportation

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**From:** Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>  
**Sent:** Monday, May 6, 2019 10:13 AM  
**To:** O'Donovan, Mary-Anne (DOT) <Mary-Anne.ODonovan@dot.state.ma.us>  
**Subject:** RE: MassDOT Enforcement - Hearings Calendar

Good Morning Mary-Anne,

Is there any way for you to give Tpr Cristina Lucin access to the below shared calendar?

Thanks,

Chris

---

**From:** O'Donovan, Mary-Anne (DOT)  
**Sent:** Thursday, March 14, 2019 11:02 AM  
**To:** Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>; Walker, Stephen (DOT) <Stephen.Walker@dot.state.ma.us>; Malhotra, Danish (DOT) <Danish.Malhotra2@dot.state.ma.us>; Thompson, James (DOT) <James.M.Thompson@dot.state.ma.us>  
**Subject:** MassDOT Enforcement - Hearings Calendar

Good Morning,

I have added read only permissions for you to the shared calendar above. You will need to close & re-open Outlook for the changes to take effect but then it should auto configure in your mailbox. If you have any issues, please let me know & I can remote onto your desktop to troubleshoot. Thank you



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Massachusetts Department of Transportation

Please consider the environment before printing this email

---

**From:** Malhotra, Danish (DOT)  
**Sent:** Friday, March 8, 2019 10:28 AM  
**To:** Silva, Elizabeth (DOT) <Elizabeth.Silva@dot.state.ma.us>; Ariely, Michael (DOT) <Michael.Ariely@dot.state.ma.us>  
**Cc:** Malhotra, Danish (POL) <[danish.malhotra@pol.state.ma.us](mailto:danish.malhotra@pol.state.ma.us)>  
**Subject:** RE: Hello!

Good Morning Liz,

Here is the list of people that would require READ-ONLY access to the calendar

- Sgt. Boyle
- Tpr. Stephen Walker
- Tpr. Cristina Lucin
- Tpr. Danish Malhotra
- Tpr. James Thompson

Thank you so much for your help.



Side note – Any luck on getting us access to the Facial Recognition Program, Issuance 360, on our work laptops? Like you did with ATLAS.

Respectfully Submitted,

***Tpr. Danny Malhotra #3642***  
***Massachusetts State Police***  
***Division of Homeland Security and Preparedness***  
***Fraud Identification Unit***  
***10 Park Plaza 2<sup>nd</sup> Floor***  
***Boston, MA 02116***  
***[danish.malhotra2@dot.state.ma.us](mailto:danish.malhotra2@dot.state.ma.us)***  
***Office: (857) 368-9500***  
***Desk: (857) 368-8622***  
***Cell: (857)-324-0411***  
***Fax: (857) 368-0649***

---

**From:** Silva, Elizabeth (DOT)  
**Sent:** Friday, March 8, 2019 10:15 AM  
**To:** Ariely, Michael (DOT)  
**Cc:** Malhotra, Danish (POL)  
**Subject:** RE: Hello!

Good morning Michael,

Do you have a list of the Trooper that need read-only permission? Is Sgt Boyle in today, by chance?

Thanks,  
Liz

---

**From:** Ariely, Michael (DOT)  
**Sent:** Friday, March 8, 2019 10:13 AM  
**To:** Silva, Elizabeth (DOT) <[Elizabeth.Silva@dot.state.ma.us](mailto:Elizabeth.Silva@dot.state.ma.us)>  
**Cc:** Malhotra, Danish (POL) <[danish.malhotra@pol.state.ma.us](mailto:danish.malhotra@pol.state.ma.us)>  
**Subject:** Hello!  
**Importance:** High

Hi Liz,

I am sitting here with Danny (TPR Malhotra) and we are trying to figure out how to allow him (and the rest of the troopers) to view our MassDOT Enforcement – Hearings calendar.

We can find it, but they have no permissions to view. Ideally, it would be a read-only permission.

Thank you,

Mike

**From:** [Boyle, Christopher \(DOT\)](#)  
**To:** [O'Donovan, Mary-Anne \(DOT\)](#)  
**Subject:** RE: MassDOT Enforcement - Hearings Calendar  
**Date:** Monday, May 06, 2019 10:13:02 AM  
**Attachments:** [image002.png](#)

---

Good Morning Mary-Anne,

Is there any way for you to give Tpr Cristina Lucin access to the below shared calendar?

Thanks,

Chris

---

**From:** O'Donovan, Mary-Anne (DOT)  
**Sent:** Thursday, March 14, 2019 11:02 AM  
**To:** Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>; Walker, Stephen (DOT) <Stephen.Walker@dot.state.ma.us>; Malhotra, Danish (DOT) <Danish.Malhotra2@dot.state.ma.us>; Thompson, James (DOT) <James.M.Thompson@dot.state.ma.us>  
**Subject:** MassDOT Enforcement - Hearings Calendar

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*Mary-Anne O'Donovan*

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**From:** Malhotra, Danish (DOT)  
**Sent:** Friday, March 8, 2019 10:28 AM  
**To:** Silva, Elizabeth (DOT) <[Elizabeth.Silva@dot.state.ma.us](mailto:Elizabeth.Silva@dot.state.ma.us)>; Ariely, Michael (DOT) <[Michael.Ariely@dot.state.ma.us](mailto:Michael.Ariely@dot.state.ma.us)>  
**Cc:** Malhotra, Danish (POL) <[danish.malhotra@pol.state.ma.us](mailto:danish.malhotra@pol.state.ma.us)>  
**Subject:** RE: Hello!

Good Morning Liz,

Here is the list of people that would require READ-ONLY access to the calendar

- Sgt. Boyle
- Tpr. Stephen Walker
- Tpr. Cristina Lucin
- Tpr. Danish Malhotra
- Tpr. James Thompson

Thank you so much for your help.

Side note – Any luck on getting us access to the Facial Recognition Program, Issuance 360, on our work laptops? Like you did with ATLAS.

Respectfully Submitted,

***Tpr. Danny Malhotra #3642***  
***Massachusetts State Police***  
***Division of Homeland Security and Preparedness***  
***Fraud Identification Unit***  
***10 Park Plaza 2<sup>nd</sup> Floor***  
***Boston, MA 02116***  
***[danish.malhotra2@dot.state.ma.us](mailto:danish.malhotra2@dot.state.ma.us)***  
***Office: (857) 368-9500***  
***Desk: (857) 368-8622***  
***Cell: (857)-324-0411***  
***Fax: (857) 368-0649***

---

**From:** Silva, Elizabeth (DOT)  
**Sent:** Friday, March 8, 2019 10:15 AM  
**To:** Ariely, Michael (DOT)  
**Cc:** Malhotra, Danish (POL)  
**Subject:** RE: Hello!

Good morning Michael,

Do you have a list of the Trooper that need read-only permission? Is Sgt Boyle in today, by chance?

Thanks,

Liz

---

**From:** Ariely, Michael (DOT)

**Sent:** Friday, March 8, 2019 10:13 AM

**To:** Silva, Elizabeth (DOT) <[Elizabeth.Silva@dot.state.ma.us](mailto:Elizabeth.Silva@dot.state.ma.us)>

**Cc:** Malhotra, Danish (POL) <[danish.malhotra@pol.state.ma.us](mailto:danish.malhotra@pol.state.ma.us)>

**Subject:** Hello!

**Importance:** High

Hi Liz,

I am sitting here with Danny (TPR Malhotra) and we are trying to figure out how to allow him (and the rest of the troopers) to view our MassDOT Enforcement – Hearings calendar.

We can find it, but they have no permissions to view. Ideally, it would be a read-only permission.

Thank you,

Mike

**From:** [Buonopane, Jenna \(EEC\)](#)  
**To:** [Depina, Felisberta \(DOT\)](#)  
**Cc:** [Lavoie, Sara \(DOT\)](#)  
**Subject:** RE: Questions about employment offer - Facial Recognition Analyst Position  
**Date:** Monday, May 06, 2019 9:56:39 AM  
**Attachments:** [image001.png](#)

---

Hello,

I called Frank Santarpio back at the number he provided, but was informed that he wasn't in the office on Friday. I was able to speak to someone else who told me that since I have almost 7 years of state service, that my vacation accrual should remain the same as it is now. Should I try to speak to Frank to confirm this?

Thank you!

Jenna

Jenna R. Buonopane  
Paralegal/Public Records Access Officer  
Massachusetts Department of Early Education and Care  
O: 617-988-2449  
[jenna.buonopane@mass.gov](mailto:jenna.buonopane@mass.gov)



---

**From:** Depina, Felisberta (DOT)  
**Sent:** Monday, May 06, 2019 9:53 AM  
**To:** Buonopane, Jenna (EEC) <Jenna.Buonopane@mass.gov>  
**Cc:** Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>  
**Subject:** RE: Questions about employment offer - Facial Recognition Analyst Position

Good Morning Jenna,

Were you able to talk to Frank Santarpio from our HR Service Center. I will extend the deadline to tomorrow. I just haven't had a chance to discuss it with Sara. I will do that today and get back to you.

Thank you kindly,  
Felis DePina

---

**From:** Buonopane, Jenna (EEC)  
**Sent:** Monday, May 06, 2019 9:50 AM  
**To:** Depina, Felisberta (DOT)  
**Cc:** Lavoie, Sara (DOT)  
**Subject:** RE: Questions about employment offer - Facial Recognition Analyst Position

Good morning Ms. DePina,

I write to follow up to our telephone conversation last week regarding salary. I know that I was due to either accept or decline the offer by 8:00 this morning, so I am hoping that the employment offer still stands, as I am still very interested in the position. I will be available via telephone or e-mail all day to discuss.

Thank you,  
Jenna

Jenna R. Buonopane  
Paralegal/Public Records Access Officer  
Massachusetts Department of Early Education and Care  
O: 617-988-2449  
[jenna.buonopane@mass.gov](mailto:jenna.buonopane@mass.gov)



---

**From:** Buonopane, Jenna (EEC)  
**Sent:** Thursday, May 02, 2019 1:50 PM  
**To:** Depina, Felisberta (DOT) <[Felisberta.Depina@dot.state.ma.us](mailto:Felisberta.Depina@dot.state.ma.us)>  
**Subject:** Questions about employment offer - Facial Recognition Analyst Position

Good afternoon Ms. DePina,

I just received my offer letter and had a few questions for you. I'm available to discuss either via e-mail or by phone at [REDACTED].

Thank you and I look forward to hearing from you soon!

Best,  
Jenna

Jenna R. Buonopane  
Paralegal/Public Records Access Officer  
Massachusetts Department of Early Education and Care  
O: 617-988-2449  
[jenna.buonopane@mass.gov](mailto:jenna.buonopane@mass.gov)



**From:** [Buonopane, Jenna \(EEC\)](#)  
**To:** [Depina, Felisberta \(DOT\)](#)  
**Cc:** [Lavoie, Sara \(DOT\)](#)  
**Subject:** RE: Questions about employment offer - Facial Recognition Analyst Position  
**Date:** Monday, May 06, 2019 9:49:45 AM  
**Attachments:** [image001.png](#)

---

Good morning Ms. DePina,

I write to follow up to our telephone conversation last week regarding salary. I know that I was due to either accept or decline the offer by 8:00 this morning, so I am hoping that the employment offer still stands, as I am still very interested in the position. I will be available via telephone or e-mail all day to discuss.

Thank you,  
Jenna

Jenna R. Buonopane  
Paralegal/Public Records Access Officer  
Massachusetts Department of Early Education and Care  
O: 617-988-2449  
[jenna.buonopane@mass.gov](mailto:jenna.buonopane@mass.gov)



---

**From:** Buonopane, Jenna (EEC)  
**Sent:** Thursday, May 02, 2019 1:50 PM  
**To:** Depina, Felisberta (DOT) <Felisberta.Depina@dot.state.ma.us>  
**Subject:** Questions about employment offer - Facial Recognition Analyst Position

Good afternoon Ms. DePina,

I just received my offer letter and had a few questions for you. I'm available to discuss either via e-mail or by phone at [REDACTED].

Thank you and I look forward to hearing from you soon!

Best,  
Jenna

Jenna R. Buonopane  
Paralegal/Public Records Access Officer  
Massachusetts Department of Early Education and Care



O: 617-988-2449

[jenna.buonopane@mass.gov](mailto:jenna.buonopane@mass.gov)



**From:** [Boyle, Christopher \(DOT\)](#)  
**To:** [REDACTED]  
**Subject:** FW: Fraud ID - Ref: [REDACTED]  
**Date:** Monday, May 06, 2019 9:42:00 AM  
**Attachments:** [0 - \[REDACTED\].pdf](#)

---

**From:** Commonwealth Fusion Center (POL)

**Sent:** Monday, May 6, 2019 6:46 AM

**To:** [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED] Boyle,  
Christopher (POL) <Christopher.Boyle@pol.state.ma.us>

**Subject:** Fraud ID - Ref [REDACTED]

Good Morning,

Reference SharePoint Activity Log # [REDACTED]

[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]

Requesting officer will be advised to contact the MSP Fraud Identification Unit with any questions or for clarification.

Respectfully,

[REDACTED]  
[REDACTED]

[REDACTED]

---

**From:** [REDACTED] <[\[REDACTED\]@salempd.net](mailto:[REDACTED]@salempd.net)>

**Sent:** Sunday, May 5, 2019 10:22 PM

**To:** Commonwealth Fusion Center (POL)

**Subject:** Facial Rec request

Good Evening,

[REDACTED]

[REDACTED] DOB [REDACTED]

Thank you,

[REDACTED]

[REDACTED]

---

Please note the Massachusetts Secretary of State's office has determined that most emails to and from municipal officials are public records. For more information please refer to:

<http://www.sec.state.ma.us/pre/preidx.htm>.

Please consider the environment before printing this email.

**From:** [Bowes, Tom \(DOT\)](#)  
**To:** [Eaton, Debra \(DOT\)](#)  
**Subject:** FW: Atlas Report: ATLAS Operation Summary Report - Report of key items that occurred in ATLAS for the day  
**Date:** Monday, May 06, 2019 6:52:00 AM  
**Attachments:** [1545166848.pdf](#)

---

Tom Bowes  
Director, Merit Rating Board  
25 Newport Ave Ext.  
Quincy, MA. 02171

Tel: 857-368-7601  
Fax: 857-368-0806

-----Original Message-----

From: RMV Do Not Reply <RMVDoNotReply@state.ma.us>  
Sent: Saturday, May 4, 2019 4:07 AM  
To: Macdonald, Alan (DOT) <alan.macdonald@dot.state.ma.us>; Michalik, Anne (DOT) <Anne.Michalik@dot.state.ma.us>; Donaruma, AnnMarie (DOT) <AnnMarie.Donaruma@dot.state.ma.us>; Goodman, Ben (ATLAS) <ben.goodman@dot.state.ma.us>; Catania, Bill (DOT) <Bill.Catania@dot.state.ma.us>; Winkler, Brian (ATLAS) <Brian.Winkler@dot.state.ma.us>; Mendez, Carolina (DOT) <Carolina.S.Mendez@dot.state.ma.us>; Paquette, Catherine (DOT) <Catherine.Paquette@dot.state.ma.us>; Miller, Chris (ATLAS) <Chris.Miller@dot.state.ma.us>; Ogilvie, Colleen (DOT) <Colleen.Ogilvie@dot.state.ma.us>; Steller, Corrine W. (DOT) <Corrine.W.Steller@dot.state.ma.us>; Eaton, Debra (DOT) <Debra.Eaton@dot.state.ma.us>; Sagi, Diwakar (DOT) <Diwakar.Sagi@dot.state.ma.us>; Duffaut, Edvard (DOT) <Edvard.Duffaut@dot.state.ma.us>; Sheehan, Erin (DOT) <Erin.Sheehan@dot.state.ma.us>; Daley, Gretchen (DOT) <Gretchen.Daley@dot.state.ma.us>; Dilisio, James (DOT) <James.Dilisio@dot.state.ma.us>; Valley, Joan (DOT) <Joan.Valley@dot.state.ma.us>; Hesse, John (ATLAS) <John.Hesse@dot.state.ma.us>; Tatum, John (ATLAS) <john.tatum@dot.state.ma.us>; Orenberg, Joshua (DOT) <Joshua.Orenberg@dot.state.ma.us>; Pedi, Karen (DOT) <Karen.Pedi@dot.state.ma.us>; Costantino, Keith (DOT) <Keith.Costantino@dot.state.ma.us>; Costantino, Keith (DOT) <Keith.Costantino@dot.state.ma.us>; Canaan, Kenneth (DOT) <Kenneth.Canaan@dot.state.ma.us>; Faria, Kevin (DOT) <Kevin.Faria@dot.state.ma.us>; Klosek, Kevin (DOT) <Kevin.Klosek@dot.state.ma.us>; Gleason, Margaret (ATLAS) <Margaret.Gleason@dot.state.ma.us>; Tibma, Mary (DOT) <Mary.Tibma@dot.state.ma.us>; Griffin, Mary Jo (DOT) <MaryJo.Griffin@dot.state.ma.us>; Ariely, Michael (DOT) <Michael.Ariely@dot.state.ma.us>; Flynn, Nathan (ATLAS) <Nathan.Flynn@dot.state.ma.us>; Robare, Robert (DOT) <Robert.Robare@dot.state.ma.us>; Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>; Freeman, Scott (DOT) <Scott.Freeman@dot.state.ma.us>; Evans, Steve (DOT) <Steve.Evans@dot.state.ma.us>; McCollem, Steve (DOT) <Steve.McCollem@dot.state.ma.us>; Crispin, Susan (DOT) <Susan.Crispin@dot.state.ma.us>; Chanthaboun, Sye (DOT) <Sye.Chanthaboun@dot.state.ma.us>; Armistead, Tedford (DOT) <Tedford.Armistead@dot.state.ma.us>; Lacey, TJ (DOT) <Thomas.Lacey@dot.state.ma.us>; Bowes, Tom (DOT) <Tom.Bowes@dot.state.ma.us>; Martin, Zack (DOT) <Zack.A.Martin@dot.state.ma.us>  
Subject: Atlas Report: ATLAS Operation Summary Report - Report of key items that occurred in ATLAS for the day

Report Title: ATLAS Operation Summary Report  
Report Description: Report of key items that occurred in ATLAS for the day  
Processed On: 5/4/2019 4:06:52 AM  
Report Parameters:

Override Date: False  
High Date: 12/31/9999  
Report Date: 5/3/2019

**From:** [Commonwealth Fusion Center \(POL\)](#)  
**To:** [REDACTED]  
**Subject:** Fraud ID - Ref [REDACTED]  
**Date:** Monday, May 06, 2019 6:45:51 AM  
**Attachments:** [0 - \[REDACTED\].pdf](#)

---

Good Morning,

Reference SharePoint Activity Log #: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]

Requesting officer will be advised to contact the MSP Fraud Identification Unit with any questions or for clarification.

Respectfully,

[REDACTED]

---

**From:** [REDACTED]@salempd.net>  
**Sent:** Sunday, May 5, 2019 10:22 PM  
**To:** Commonwealth Fusion Center (POL)  
**Subject:** Facial Rec request

Good Evening,

[REDACTED]

[REDACTED] DOB [REDACTED]

Thank you,

[REDACTED]

[REDACTED]

---

Please note the Massachusetts Secretary of State's office has determined that most emails to and from municipal officials are public records. For more information please refer to: <http://www.sec.state.ma.us/pre/preidx.htm>. Please consider the environment before printing this email.

**From:** [RMV Do Not Reply](#)  
**To:** [Macdonald, Alan \(DOT\)](#); [Michalik, Anne \(DOT\)](#); [Donaruma, AnnMarie \(DOT\)](#); [Goodman, Ben \(ATLAS\)](#); [Catania, Bill \(DOT\)](#); [Winkler, Brian \(ATLAS\)](#); [Mendez, Carolina \(DOT\)](#); [Paquette, Catherine \(DOT\)](#); [Miller, Chris \(ATLAS\)](#); [Ogilvie, Colleen \(DOT\)](#); [Steller, Corrine W. \(DOT\)](#); [Eaton, Debra \(DOT\)](#); [Sagi, Diwakar \(DOT\)](#); [Duffaut, Edvard \(DOT\)](#); [Sheehan, Erin \(DOT\)](#); [Daley, Gretchen \(DOT\)](#); [Dilisio, James \(DOT\)](#); [Valley, Joan \(DOT\)](#); [Hesse, John \(ATLAS\)](#); [Tatum, John \(ATLAS\)](#); [Orenberg, Joshua \(DOT\)](#); [Pedi, Karen \(DOT\)](#); [Costantino, Keith \(DOT\)](#); [Costantino, Keith \(DOT\)](#); [Canaan, Kenneth \(DOT\)](#); [Faria, Kevin \(DOT\)](#); [Klosek, Kevin \(DOT\)](#); [Gleason, Margaret \(ATLAS\)](#); [Tibma, Mary \(DOT\)](#); [Griffin, Mary Jo \(DOT\)](#); [Ariely, Michael \(DOT\)](#); [Flynn, Nathan \(ATLAS\)](#); [Robare, Robert \(DOT\)](#); [Lavole, Sara \(DOT\)](#); [Freeman, Scott \(DOT\)](#); [Evans, Steve \(DOT\)](#); [McCollem, Steve \(DOT\)](#); [Crispin, Susan \(DOT\)](#); [Chanthaboun, Sye \(DOT\)](#); [Armistead, Tedford \(DOT\)](#); [Lacey, TJ \(DOT\)](#); [Bowes, Tom \(DOT\)](#); [Martin, Zack \(DOT\)](#)  
**Subject:** Atlas Report: ATLAS Operation Summary Report - Report of key items that occurred in ATLAS for the day  
**Date:** Saturday, May 04, 2019 4:07:07 AM  
**Attachments:** [1545166848.pdf](#)

---

Report Title: ATLAS Operation Summary Report  
Report Description: Report of key items that occurred in ATLAS for the day  
Processed On: 5/4/2019 4:06:52 AM  
Report Parameters:

Override Date: False  
High Date: 12/31/9999  
Report Date: 5/3/2019

**From:** [RMV Do Not Reply](#)  
**To:** [Macdonald, Alan \(DOT\)](#); [Michalik, Anne \(DOT\)](#); [Donaruma, AnnMarie \(DOT\)](#); [Goodman, Ben \(ATLAS\)](#); [Catania, Bill \(DOT\)](#); [Winkler, Brian \(ATLAS\)](#); [Mendez, Carolina \(DOT\)](#); [Paquette, Catherine \(DOT\)](#); [Miller, Chris \(ATLAS\)](#); [Ogilvie, Colleen \(DOT\)](#); [Steller, Corrine W. \(DOT\)](#); [Eaton, Debra \(DOT\)](#); [Sagi, Diwakar \(DOT\)](#); [Duffaut, Edvard \(DOT\)](#); [Sheehan, Erin \(DOT\)](#); [Daley, Gretchen \(DOT\)](#); [Dilisio, James \(DOT\)](#); [Valley, Joan \(DOT\)](#); [Hesse, John \(ATLAS\)](#); [Tatum, John \(ATLAS\)](#); [Orenberg, Joshua \(DOT\)](#); [Pedi, Karen \(DOT\)](#); [Costantino, Keith \(DOT\)](#); [Costantino, Keith \(DOT\)](#); [Canaan, Kenneth \(DOT\)](#); [Faria, Kevin \(DOT\)](#); [Klosek, Kevin \(DOT\)](#); [Gleason, Margaret \(ATLAS\)](#); [Tibma, Mary \(DOT\)](#); [Griffin, Mary Jo \(DOT\)](#); [Ariely, Michael \(DOT\)](#); [Flynn, Nathan \(ATLAS\)](#); [Robare, Robert \(DOT\)](#); [Lavole, Sara \(DOT\)](#); [Freeman, Scott \(DOT\)](#); [Evans, Steve \(DOT\)](#); [McCollem, Steve \(DOT\)](#); [Crispin, Susan \(DOT\)](#); [Chanthaboun, Sye \(DOT\)](#); [Armistead, Tedford \(DOT\)](#); [Lacey, TJ \(DOT\)](#); [Bowes, Tom \(DOT\)](#); [Martin, Zack \(DOT\)](#)  
**Subject:** Atlas Report: ATLAS Operation Summary Report - Report of key items that occurred in ATLAS for the day  
**Date:** Saturday, May 04, 2019 4:07:05 AM  
**Attachments:** [1545166848.pdf](#)

---

Report Title: ATLAS Operation Summary Report  
Report Description: Report of key items that occurred in ATLAS for the day  
Processed On: 5/4/2019 4:06:52 AM  
Report Parameters:

Override Date: False  
High Date: 12/31/9999  
Report Date: 5/3/2019



**From:** [Boyle, Christopher \(DOT\)](#)  
**To:** [REDACTED]  
**Subject:** FW: Updated info for [REDACTED]  
**Date:** Friday, May 03, 2019 3:14:00 PM  
**Attachments:** [ATT00001.htm](#)  
[REDACTED].zip  
[SKM\\_36819042801440.pdf](#)  
[image001.png](#)  
[image002.png](#)

---

[REDACTED]

[REDACTED]

Sergeant Christopher Boyle  
Massachusetts State Police  
Division of Homeland Security and Preparedness  
Fraud Identification Unit  
10 Park Plaza, 2<sup>nd</sup> Floor  
Boston, MA 02116  
[christopher.p.boyle@dot.state.ma.us](mailto:christopher.p.boyle@dot.state.ma.us)  
cell: 781-738-7286



---

**From:** Ariely, Michael (DOT)  
**Sent:** Friday, May 3, 2019 1:39 PM  
**To:** Boyle, Christopher (DOT)  
**Subject:** FW: Updated info for [REDACTED]  
**Importance:** High

SGT Boyle,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Thank you,

**Michael Ariely**  
Supervisor of Enforcement Services | MassDOT / RMV Division  
Main Line: 857-368-9500 | Fax: 857-368-0649  
Direct: 857-368-8601 | [Michael.Ariely@State.MA.US](mailto:Michael.Ariely@State.MA.US)



---

**From:** [REDACTED]@pd.boston.gov]  
**Sent:** Friday, May 3, 2019 1:23 PM  
**To:** Ariely, Michael (DOT)  
**Subject:** Fwd: Updated info for [REDACTED]

Begin forwarded message:

**From:** [REDACTED]@pd.boston.gov>  
**Date:** May 3, 2019 at 9:58:38 AM EDT  
**To:** [REDACTED]@pd.boston.gov>  
**Subject:** Fwd: Updated info for [REDACTED]

FYI

----- Forwarded message -----

**From:** [REDACTED].org>  
**Date:** Thu, May 2, 2019 at 6:49 PM  
**Subject:** Updated info for [REDACTED]  
**To:** [REDACTED]@pd.boston.gov>

Hello,

[REDACTED]

I don't think I can be of any further help but let me know.

If you wouldn't mind updating me if there is anything new I would appreciate it.

Thanks,

■

*The Attorney General has determined that email correspondences are public records unless the content of the email falls with one of the stated exemptions under the Public Records Laws*

--  
A large black rectangular redaction box covers the majority of the page's content. The redaction is composed of several overlapping black shapes, creating a solid black area that obscures all text and graphics underneath.

**From:** [REDACTED] (POL)  
**To:** [Boyle, Christopher \(DOT\)](#)  
**Subject:** RE: Facial recognition request  
**Date:** Friday, May 03, 2019 2:58:53 PM  
**Attachments:** [image001.png](#)  
[image003.png](#)

---

Thanks Chris

---

**From:** Boyle, Christopher (DOT)  
**Sent:** Friday, May 03, 2019 2:56 PM  
**To:** Commonwealth Fusion Center (POL); [REDACTED] Boyle, Christopher (POL)  
**Subject:** RE: Facial recognition request

[REDACTED]

[REDACTED]

Respectfully,

Chris

Sergeant Christopher Boyle  
Massachusetts State Police  
Division of Homeland Security and Preparedness  
Fraud Identification Unit  
10 Park Plaza, 2<sup>nd</sup> Floor  
Boston, MA 02116  
[christopher.p.boyle@dot.state.ma.us](mailto:christopher.p.boyle@dot.state.ma.us)  
cell: 781-738-7286



---

**From:** Commonwealth Fusion Center (POL)  
**Sent:** Wednesday, April 24, 2019 2:25 PM  
**To:** [REDACTED] Boyle, Christopher (POL)  
**Subject:** FW: Facial recognition request

Good Afternoon,

[REDACTED]

Let me know if you need anything else!

Respectfully,

[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]



**From:** [REDACTED] <[\[REDACTED\]@pd.boston.gov](mailto:[REDACTED]@pd.boston.gov)>  
**Sent:** Wednesday, April 24, 2019 1:57 PM  
**To:** Commonwealth Fusion Center (POL) <[fusion@pol.State.MA.US](mailto:fusion@pol.State.MA.US)>  
**Subject:** Facial recognition request

[REDACTED]

thanks

--

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

*"Aut viam inveniam aut faciam."*

**From:** [Boyle, Christopher \(DOT\)](#)  
**To:** [REDACTED] [Boyle, Christopher \(POL\)](#)  
**Subject:** RE: Facial recognition request  
**Date:** Friday, May 03, 2019 2:56:23 PM  
**Attachments:** [image002.png](#)  
[image004.png](#)

---

[REDACTED]

[REDACTED]

Respectfully,

Chris

Sergeant Christopher Boyle  
Massachusetts State Police  
Division of Homeland Security and Preparedness  
Fraud Identification Unit  
10 Park Plaza, 2<sup>nd</sup> Floor  
Boston, MA 02116  
[christopher.p.boyle@dot.state.ma.us](mailto:christopher.p.boyle@dot.state.ma.us)  
cell: 781-738-7286



---

**From:** Commonwealth Fusion Center (POL)  
**Sent:** Wednesday, April 24, 2019 2:25 PM  
**To:** [REDACTED] [Boyle, Christopher \(POL\)](#)  
**Subject:** FW: Facial recognition request

Good Afternoon,

[REDACTED]

Let me know if you need anything else!

Respectfully,

[REDACTED]

[REDACTED]

[REDACTED]



**From:** [REDACTED]@pd.boston.gov>  
**Sent:** Wednesday, April 24, 2019 1:57 PM  
**To:** Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>  
**Subject:** Facial recognition request

[REDACTED]

thanks

--

[REDACTED]

"Aut viam inveniam aut faciam."

**From:** [Boyle, Christopher \(DOT\)](#)  
**To:** [REDACTED]  
**Subject:** RE: Possible imposter-Facial Rec Request  
**Date:** Friday, May 03, 2019 2:46:24 PM  
**Attachments:** [image002.png](#)  
[image004.png](#)

---

[REDACTED]

[REDACTED]

[REDACTED]

Respectfully,

Chris

Sergeant Christopher Boyle  
Massachusetts State Police  
Division of Homeland Security and Preparedness  
Fraud Identification Unit  
10 Park Plaza, 2<sup>nd</sup> Floor  
Boston, MA 02116  
[christopher.p.boyle@dot.state.ma.us](mailto:christopher.p.boyle@dot.state.ma.us)  
cell: 781-738-7286



---

**From:** Commonwealth Fusion Center (POL)  
**Sent:** Friday, May 3, 2019 12:10 PM  
**To:** [REDACTED] Boyle, Christopher (POL)  
**Subject:** FW: Possible imposter-Facial Rec Request

Good Afternoon,

[REDACTED]

[REDACTED]

[REDACTED]

Respectfully,

[REDACTED]

[REDACTED]



[Redacted]



---

**From:** [Redacted]@rockso.org>  
**Sent:** Friday, May 3, 2019 8:56 AM  
**To:** Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>  
**Subject:** [Redacted]

Good Morning

[Redacted]

[Redacted]

Thanks for your help  
Cathy

[Redacted]

**From:** [Boyle, Christopher \(DOT\)](#)  
**To:** [REDACTED]  
**Subject:** Weekly Stats 5/4/19  
**Date:** Friday, May 03, 2019 1:46:00 PM  
**Attachments:** [image001.png](#)

---

Captain,

Weekly stats for week ending 5-4-19:

Arrests: 3

1 Warrant

2 Arrests at Haymarket RMV for fraudulent documents that resulted from [REDACTED].

[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]

Facial Recognition stats:

The civilian employee that is responsible for keeping the FR stats is on a day off and has not completed the weekly stats.

Respectfully,

Chris

Sergeant Christopher Boyle

Massachusetts State Police  
Division of Homeland Security and Preparedness  
Fraud Identification Unit  
10 Park Plaza, 2<sup>nd</sup> Floor  
Boston, MA 02116  
[christopher.p.boyle@dot.state.ma.us](mailto:christopher.p.boyle@dot.state.ma.us)  
cell: 781-738-7286



**From:** [REDACTED]  
**To:** [MSP-DL - Facial Rec ES](#)  
**Subject:** Facial Recognition  
**Date:** Friday, May 03, 2019 1:42:01 PM  
**Attachments:** [MA State Police FR Search Request.doc](#)

---

[REDACTED]

Det. [REDACTED]

[REDACTED]

[REDACTED]

**From:** [REDACTED]  
**Subject:** FW: Facial recognition request  
**Date:** Friday, May 03, 2019 1:41:00 PM  
**Attachments:** [REDACTED] [- Possible Fraudulent Identification Form.pdf](#)  
[REDACTED] [.pdf](#)  
[image001.png](#)  
[image002.png](#)

---

[REDACTED]

This one too please.

Chris

Sergeant Christopher Boyle  
Massachusetts State Police  
Division of Homeland Security and Preparedness  
Fraud Identification Unit  
10 Park Plaza, 2<sup>nd</sup> Floor  
Boston, MA 02116  
[christopher.p.boyle@dot.state.ma.us](mailto:christopher.p.boyle@dot.state.ma.us)  
cell: 781-738-7286



---

**From:** Commonwealth Fusion Center (POL)  
**Sent:** Wednesday, April 24, 2019 2:25 PM  
**To:** [REDACTED] Boyle, Christopher (POL)  
**Subject:** FW: Facial recognition request

Good Afternoon,

[REDACTED]

Let me know if you need anything else!

Respectfully,

[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]



**From:** [REDACTED]@pd.boston.gov>  
**Sent:** Wednesday, April 24, 2019 1:57 PM  
**To:** Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>  
**Subject:** Facial recognition request

[REDACTED]

thanks

--

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

*"Aut viam inveniam aut faciam."*

**From:** [Ariely, Michael \(DOT\)](#)  
**To:** [Boyle, Christopher \(DOT\)](#)  
**Subject:** FW: Updated info for [REDACTED]  
**Date:** Friday, May 03, 2019 1:38:00 PM  
**Attachments:** [ATT00001.htm](#)  
[REDACTED].zip  
[SKM\\_36819042801440.pdf](#)  
[image001.png](#)

---

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Thank you,

**Michael Ariely**

Supervisor of Enforcement Services | MassDOT / RMV Division  
Main Line: 857-368-9500 | Fax: 857-368-0649  
Direct: 857-368-8601 | [Michael.Ariely@State.MA.US](mailto:Michael.Ariely@State.MA.US)



---

**From:** [REDACTED]@pd.boston.gov]  
**Sent:** Friday, May 3, 2019 1:23 PM  
**To:** Ariely, Michael (DOT)  
**Subject:** Fwd: Updated info for [REDACTED]

Begin forwarded message:

**From:** [REDACTED]@pd.boston.gov>  
**Date:** May 3, 2019 at 9:58:38 AM EDT  
**To:** [REDACTED]@pd.boston.gov>  
**Subject:** Fwd: Updated info for [REDACTED]

FYI

----- Forwarded message -----  
**From:** [REDACTED]@westwoodpd.org>  
**Date:** Thu, May 2, 2019 at 6:49 PM

Subject: Updated info for [REDACTED]  
To: [REDACTED]@pd.boston.gov [REDACTED]r@pd.boston.gov>

Hello,

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

I don't think I can be of any further help but let me know.

If you wouldn't mind updating me if there is anything new I would appreciate it.

Thanks,

[REDACTED]

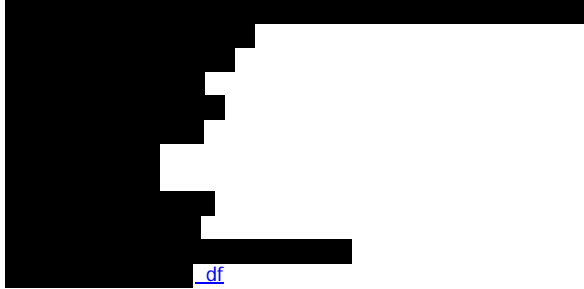
***The Attorney General has determined that email correspondences are public records unless the content of the email falls with one of the stated exemptions under the Public Records Laws***

--

Sgt. [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]



**From:** [Boyle, Christopher \(DOT\)](#)  
**To:** [Thompson, James \(DOT\)](#)  
**Subject:** FW: Facial recognition request  
**Date:** Friday, May 03, 2019 1:29:00 PM  
**Attachments:** [PA License.pdf](#)



[image001.png](#)  
[image002.png](#)

---

Jimmy,

Please look into this.

Thanks,

Chris

Sergeant Christopher Boyle  
Massachusetts State Police  
Division of Homeland Security and Preparedness  
Fraud Identification Unit  
10 Park Plaza, 2<sup>nd</sup> Floor  
Boston, MA 02116  
[christopher.p.boyle@dot.state.ma.us](mailto:christopher.p.boyle@dot.state.ma.us)  
cell: 781-738-7286



---

**From:** Commonwealth Fusion Center (POL)  
**Sent:** Wednesday, April 24, 2019 2:25 PM  
**To:** [Redacted] Boyle, Christopher (POL)  
**Subject:** FW: Facial recognition request

Good Afternoon,



Let me know if you need anything else!

Respectfully,

[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]



**From:** [REDACTED]@pd.boston.gov>  
**Sent:** Wednesday, April 24, 2019 1:57 PM  
**To:** Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>  
**Subject:** Facial recognition request

[REDACTED]

thanks

--

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

*"Aut viam inveniam aut faciam."*

**From:** [REDACTED]  
**To:** [Ariely, Michael \(DOT\)](#)  
**Subject:** Fwd: Updated info for [REDACTED]  
**Date:** Friday, May 03, 2019 1:24:16 PM  
**Attachments:** [ATT00001.htm](#)  
[REDACTED].zip

---

Begin forwarded message:

**From:** [REDACTED] [@pd.boston.gov](#)>  
**Date:** May 3, 2019 at 9:58:38 AM EDT  
**To:** [REDACTED] [@pd.boston.gov](#)>  
**Subject:** Fwd: Updated info for [REDACTED]

FYI

----- Forwarded message -----

**From:** [REDACTED] [@westwoodpd.org](#)>  
**Date:** Thu, May 2, 2019 at 6:49 PM  
**Subject:** Updated info for [REDACTED]  
**To:** [REDACTED] [@pd.boston.gov](#) [REDACTED] [@pd.boston.gov](#)>

Hello,

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

I don't think I can be of any further help but let me know.

If you wouldn't mind updating me if there is anything new I would appreciate it.

Thanks,

[REDACTED]

*The Attorney General has determined that email correspondences are public*

*records unless the content of the email falls with one of the stated exemptions under the Public Records Laws*

--

Sgt.

[REDACTED]

**From:** [Tramonte, David \(Guidehouse\)](#)  
**To:** [Austin Bandoian](#)  
**Subject:** RE: [EXT] RE: Clarifying Question Re: HOC Systems  
**Date:** Friday, May 03, 2019 12:18:00 PM  
**Attachments:** [MassDOT Recovery Capability Document and Criticality Tiers\\_05.03.19.xlsx](#)

---

Let's get that guap.

---

**From:** Austin Bandoian <Austin.Bandoian@ankura.com>  
**Sent:** Friday, May 3, 2019 11:16 AM  
**To:** Tramonte, David (Guidehouse) <David.Tramonte@dot.state.ma.us>  
**Subject:** RE: [EXT] RE: Clarifying Question Re: HOC Systems

Can you send me the most recent version of the spreadsheet and I will apply changes based on what Eusebius has given us so far?

---

**From:** Tramonte, David (Guidehouse) <[David.Tramonte@dot.state.ma.us](mailto:David.Tramonte@dot.state.ma.us)>  
**Sent:** Friday, May 3, 2019 12:14 PM  
**To:** Oyigbo, Eusebius (DOT) <[eusebius.oyigbo@state.ma.us](mailto:eusebius.oyigbo@state.ma.us)>  
**Cc:** Richard, Hunter (Guidehouse) <[hunter.richard@state.ma.us](mailto:hunter.richard@state.ma.us)>; Bandoian, Austin (DOT) <[austin.bandoian@state.ma.us](mailto:austin.bandoian@state.ma.us)>  
**Subject:** [EXT] RE: Clarifying Question Re: HOC Systems

Hi Eusebius,

Thank you – this is great. Just a few more brief follow up questions:

- Are Camera Managers and Sign Managers stand-alone applications? Or are they part of the larger Sigura Device Manager? If they are stand-alone, could you provide a vendor name for each?
- All of the ITS applications appear to be licensed products or externally hosted. Does ITS manage any application servers, or do these applications run locally on machines used by individuals? If there are any application servers, are they included in the ITS VPLEX Metro HA infrastructure redundancies?
- Do the ITS applications run primarily out of a data center in the District 6 office?
- Where is the ITS VPLEX Metro HA infrastructure located?

If we could get these answers by EOD today, that would be tremendously helpful.

Thank you,  
Dave

---

**From:** Oyigbo, Eusebius (DOT) <[Eusebius.Oyigbo@dot.state.ma.us](mailto:Eusebius.Oyigbo@dot.state.ma.us)>  
**Sent:** Friday, May 3, 2019 10:36 AM  
**To:** Tramonte, David (Guidehouse) <[David.Tramonte@dot.state.ma.us](mailto:David.Tramonte@dot.state.ma.us)>

**Cc:** Richard, Hunter (Guidehouse) <[Hunter.Richard@dot.state.ma.us](mailto:Hunter.Richard@dot.state.ma.us)>; Bandoian, Austin (DOT) <[Austin.Bandoian@dot.state.ma.us](mailto:Austin.Bandoian@dot.state.ma.us)>

**Subject:** RE: Clarifying Question Re: HOC Systems

My answers are embedded in red below.

---

**From:** Tramonte, David (Guidehouse)  
**Sent:** Wednesday, May 01, 2019 11:35 AM  
**To:** Oyigbo, Eusebius (DOT)  
**Cc:** Richard, Hunter (Guidehouse); Bandoian, Austin (DOT)  
**Subject:** RE: Clarifying Question Re: HOC Systems

Hi Eusebius,

Thank you for clarifying – that’s helpful. We also have some additional questions:

- Do the applications in the attached ITS Admin Apps list operate solely within the ITS network? **Yes**
- Are you responsible for the applications included in the attached list, or do they fall within the scope of IT? **Yes, I am or ITS group is responsible**
- If these applications only exist in the ITS network, what are their redundant capabilities? How frequently is the data backed up? **They have redundancies through ITS VPLEX Metro HA (High Availability) Infrastructure. We backup those that have data and require daily or weekly backup like SharePoint, SCOM, Backup Exec, Solarwinds and vCenter.**
- Do you have your own license for SCOM, or is it shared with MassDOT IT? **No, we don’t owe SCOM license, it is shared with MassDOT IT. Same with SharePoint!**

Thank you,  
Dave

---

**From:** Oyigbo, Eusebius (DOT) <[Eusebius.Oyigbo@dot.state.ma.us](mailto:Eusebius.Oyigbo@dot.state.ma.us)>  
**Sent:** Wednesday, May 1, 2019 8:11 AM  
**To:** Tramonte, David (Guidehouse) <[David.Tramonte@dot.state.ma.us](mailto:David.Tramonte@dot.state.ma.us)>  
**Cc:** Richard, Hunter (Guidehouse) <[Hunter.Richard@dot.state.ma.us](mailto:Hunter.Richard@dot.state.ma.us)>  
**Subject:** RE: Clarifying Question Re: HOC Systems

They are both the same thing but IPCS (Integrated Project Control System) is the old name with older version of Dynac application. ITMS (Integrated Traffic Management System) is new name with current version of Dynac application. We are upgrading from IPCS to ITMS.

---

**From:** Tramonte, David (Guidehouse)  
**Sent:** Tuesday, April 30, 2019 9:51 AM  
**To:** Oyigbo, Eusebius (DOT)  
**Cc:** Richard, Hunter (Guidehouse)  
**Subject:** Clarifying Question Re: HOC Systems

Hi Eusebius,

Thank you for sitting down to discuss HOC applications with the BIA project team a few weeks ago. As we polish up our deliverable over the next couple of weeks, we just wanted to clarify: which of the two HOC systems (ITMS and IPCS) is the new one to which applications are being migrated?

Thank you,

Dave

**Dave Tramonte**

Consultant, Guidehouse

MassDOT Business Impact Analysis Project

10 Park Plaza, Suite 8350

Boston, MA 02116

781-367-2709

**From:** [Crochiere, Kenneth J. \(DOT\)](#)  
**To:** [Olisky, Dennis \(DOT\)](#)  
**Subject:** RE: Springfield, I-291, Litter Event on 5/4/19 - photos  
**Date:** Friday, May 03, 2019 11:44:47 AM

---

Sounds good – enjoy your day today!! ...between the rain drops.

*Kenneth J. Crochiere*  
District Maintenance Engineer  
MassDOT, Highway Division, District 2  
Office: 413-582-0535  
Cell: 413-325-4670

---

**From:** Olisky, Dennis (DOT)  
**Sent:** Friday, May 03, 2019 11:41 AM  
**To:** Crochiere, Kenneth J. (DOT)  
**Subject:** Re: Springfield, I-291, Litter Event on 5/4/19 - photos

Yes. We have helmets and vests

Thank you,

Dennis F. Olisky Jr.  
MassDOT HMF-IV  
(413) 530-4524

On May 3, 2019, at 10:38 AM, Crochiere, Kenneth J. (DOT) <[Kenneth.Crochiere@dot.state.ma.us](mailto:Kenneth.Crochiere@dot.state.ma.us)> wrote:

Did you already pick up PPE for the inmates from John McCarthy? Photos should show all proper PPE worn by inmates and MassDOT folks.

Thank you.

*Kenneth J. Crochiere*  
District Maintenance Engineer  
MassDOT, Highway Division, District 2  
Office: 413-582-0535  
Cell: 413-325-4670

---

**From:** Olisky, Dennis (DOT)  
**Sent:** Friday, May 03, 2019 10:36 AM  
**To:** Crochiere, Kenneth J. (DOT)  
**Subject:** Re: Springfield, I-291, Litter Event on 5/4/19 - photos

I will do so during and after my safety brief. Maybe a picture of all the guards and whoever comes out from Hampden County with Mass DOT employees and then pictures of inmates and DOT employees while they're working.

Thank you,



Dennis F. Olisky Jr.  
MassDOT HMF-IV  
(413) 530-4524

On May 3, 2019, at 10:28 AM, Crochiere, Kenneth J. (DOT)  
<[Kenneth.Crochiere@dot.state.ma.us](mailto:Kenneth.Crochiere@dot.state.ma.us)> wrote:

Dennis,

While we are talking about pictures, for tomorrow please take some before and after pictures. OK to take pictures of MassDOT folks (Make sure hard hats and vests are worn). If taking any of inmates picking, make sure it is from a distance to ensure no facial recognition. E-mail them to me when done. Thanks.

Thanks.

*Kenneth J. Crochiere*  
District Maintenance Engineer  
MassDOT, Highway Division, District 2  
Office: 413-582-0535  
Cell: 413-325-4670

**From:** [Olisky, Dennis \(DOT\)](#)  
**To:** [Crochiere, Kenneth J. \(DOT\)](#)  
**Subject:** Re: Springfield, I-291, Litter Event on 5/4/19 - photos  
**Date:** Friday, May 03, 2019 11:40:51 AM

---

Yes. We have helmets and vests

Thank you,

Dennis F. Olisky Jr.  
MassDOT HMF-IV  
(413) 530-4524

On May 3, 2019, at 10:38 AM, Crochiere, Kenneth J. (DOT)  
<[Kenneth.Crochiere@dot.state.ma.us](mailto:Kenneth.Crochiere@dot.state.ma.us)> wrote:

Did you already pick up PPE for the inmates from John McCarthy? Photos should show all proper PPE worn by inmates and MassDOT folks.

Thank you.

*Kenneth J. Crochiere*  
District Maintenance Engineer  
MassDOT, Highway Division, District 2  
Office: 413-582-0535  
Cell: 413-325-4670

---

**From:** Olisky, Dennis (DOT)  
**Sent:** Friday, May 03, 2019 10:36 AM  
**To:** Crochiere, Kenneth J. (DOT)  
**Subject:** Re: Springfield, I-291, Litter Event on 5/4/19 - photos

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MassDOT HMF-IV  
(413) 530-4524

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Dennis,

While we are talking about pictures, for tomorrow please take some before and after pictures. OK to take pictures of MassDOT

folks (Make sure hard hats and vests are worn). If taking any of inmates picking, make sure it is from a distance to ensure no facial recognition. E-mail them to me when done. Thanks.

Thanks.

*Kenneth J. Crochiere*

District Maintenance Engineer  
MassDOT, Highway Division, District 2  
Office: 413-582-0535  
Cell: 413-325-4670

**From:** [Crochiere, Kenneth J. \(DOT\)](#)  
**To:** [Olisky, Dennis \(DOT\)](#)  
**Subject:** RE: Springfield, I-291, Litter Event on 5/4/19 - photos  
**Date:** Friday, May 03, 2019 10:38:46 AM

---

Did you already pick up PPE for the inmates from John McCarthy? Photos should show all proper PPE worn by inmates and MassDOT folks.

Thank you.

*Kenneth J. Crochiere*  
District Maintenance Engineer  
MassDOT, Highway Division, District 2  
Office: 413-582-0535  
Cell: 413-325-4670

---

**From:** Olisky, Dennis (DOT)  
**Sent:** Friday, May 03, 2019 10:36 AM  
**To:** Crochiere, Kenneth J. (DOT)  
**Subject:** Re: Springfield, I-291, Litter Event on 5/4/19 - photos

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Dennis F. Olisky Jr.  
MassDOT HMF-IV  
(413) 530-4524

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Dennis,

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Thanks.

*Kenneth J. Crochiere*  
District Maintenance Engineer  
MassDOT, Highway Division, District 2  
Office: 413-582-0535  
Cell: 413-325-4670

**From:** [Olisky, Dennis \(DOT\)](#)  
**To:** [Crochiere, Kenneth J. \(DOT\)](#)  
**Subject:** Re: Springfield, I-291, Litter Event on 5/4/19 - photos  
**Date:** Friday, May 03, 2019 10:35:43 AM

---

I will do so during and after my safety brief. Maybe a picture of all the guards and whoever comes out from Hampden County with Mass DOT employees and then pictures of inmates and DOT employees while they're working.

Thank you,

Dennis F. Olisky Jr.  
MassDOT HMF-IV  
(413) 530-4524

On May 3, 2019, at 10:28 AM, Crochiere, Kenneth J. (DOT)  
<[Kenneth.Crochiere@dot.state.ma.us](mailto:Kenneth.Crochiere@dot.state.ma.us)> wrote:

Dennis,

While we are talking about pictures, for tomorrow please take some before and after pictures. OK to take pictures of MassDOT folks (Make sure hard hats and vests are worn). If taking any of inmates picking, make sure it is from a distance to ensure no facial recognition. E-mail them to me when done. Thanks.

Thanks.

*Kenneth J. Crochiere*  
District Maintenance Engineer  
MassDOT, Highway Division, District 2  
Office: 413-582-0535  
Cell: 413-325-4670

**From:** [Crochiere, Kenneth J. \(DOT\)](#)  
**To:** [Olisky, Dennis \(DOT\)](#)  
**Cc:** [Kirk, James A. \(DOT\)](#)  
**Subject:** Springfield, I-291, Litter Event on 5/4/19 - photos  
**Date:** Friday, May 03, 2019 10:28:26 AM

---

Dennis,

While we are talking about pictures, for tomorrow please take some before and after pictures. OK to take pictures of MassDOT folks (Make sure hard hats and vests are worn). If taking any of inmates picking, make sure it is from a distance to ensure no facial recognition. E-mail them to me when done. Thanks.

Thanks.

*Kenneth J. Crochiere*

District Maintenance Engineer  
MassDOT, Highway Division, District 2  
Office: 413-582-0535  
Cell: 413-325-4670

**From:** [FitzGerald, Kevin K. \(DOT\)](#)  
**To:** [Brum, Mark J. \(DOT\)](#)  
**Subject:** FW: example sample RFP specification pages.pdf  
**Date:** Friday, May 03, 2019 9:37:02 AM  
**Attachments:** [Pages from 73274 601096 Whittier Vol II Part1.pdf](#)

---

Mark

Short note, the Concrete Pavement is a DB contract. I pulled the attached RFP document because I think we should discuss not needing a full blown specification but having the Design Engineer provide the QA criteria in RFP format and what DOT might require. Should we pull this together and hand this off as MassDOT requirements?

Kevin

---

**From:** FitzGerald, Kevin K. (DOT)  
**Sent:** Thursday, May 2, 2019 10:51 AM  
**To:** Harrington, Susan (DOT) <[Susan.Harrington@dot.state.ma.us](mailto:Susan.Harrington@dot.state.ma.us)>  
**Subject:** example sample RFP specification pages.pdf

Susan

Can we discuss the example attachment at your convenience.

Kevin

368-8990

From: [Newton, Mark \(DOT\)](#)  
 To: [Deveney, Erin \(DOT\)](#); [Bedard, David \(DOT\)](#)  
 Cc: [Newton, Mark \(DOT\)](#)  
 Subject: Registrar/IT Weekly Check in  
 Date: Friday, May 03, 2019 9:35:10 AM

Good Morning Registrar, Dave... Happy Friday!

Please find this week's updates for consideration during our scheduled 10 AM call today Thank you

Best,  
 Mark

**Watertown RMV Service Center Move**

- No official move date Mid-June per General Services
- No known risk or impediments with IT
- Comcast fiber installation
  - Installation completed
  - Circuit activation is required and will be scheduled 2 weeks before planned opening

**Taunton RMV Service Center Move**

- No official move date Targeting July 1 opening
- If July 1 date cannot be met, the move would be delayed until January per RMV Registrar
- Comcast order process started
  - Site survey scheduled for 5/3/19
- IP Worksheet to be created by 5/10 to start configuration process for new DL/ID stations
- Requests for quotes submitted to vendors:
  - Idemia
    - Submitted for approval
  - ACF
    - Waiting for RFQ
  - Valley Communications
    - Waiting for RFQ
- MVN informed of move

###

Miscellaneous

- Public Facing PCs at Haymarket Service Center – Two -2- have been added (on 4/30/2019) to make a total of three -3-
- AAA/RMV System Wide, Firewall Patching/Upgrade
  - **Confirmed** AAA Date: Wednesday, May 8, 2019 at close -/ Notification made to AAA Northeast/AAA Pioneer Valley -/
  - **Confirmed** RMV Date: Tuesday and Wednesday, May 14 & 15, 2019 at service center close (more dates MAY be needed) -/Communication is being drafted and will be sent today 5/3/2019 -/
- Maintenance –Generally-

| Item | Description                                                                                                                                                                                                                                                                                                                    | Date/Timeframe                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Service Impacting                                                                                    | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support Atlas R2                                                                                                                                                                        | 1. <b>Add new SSD storage capacity</b><br>Description<br>Add 2 additional SSD shelves to the Netapp 8080 array and create two new aggregates (3 & 4) new capacity will be approximately 130TB<br>Proposed schedule<br>◦ <b>May 3rd 6pm – 10pm</b><br>2. <b>Merge SSD storage to create optimized aggregates</b><br>Description<br>Merge original SSD aggregates with new aggregates 3 & 4 to optimize performance<br>Proposed schedule<br>◦ <b>May 9th 6pm – 10pm</b><br>3. <b>Configure 8200 SAS controllers</b><br>Description<br>Remove the existing SAS controllers and replace them new 8200 controllers<br>Proposed schedule<br>◦ <b>May 16th 6pm – 10pm</b><br>4. <b>Upgrade the Netapp Ontap operating system</b><br>Description<br>Upgrade Ontap OS from version 9.3 to 9.5<br>Proposed schedule<br>◦ <b>May 23rd 6pm – 10pm</b> | No downtime is expected                                                                              | There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2 To complete these activities, EOTSS is proposing weekly storage maintenance windows <b>which started on April 25<sup>th</sup></b> The maintenance has been scheduled over multiple weeks to minimize risks to the ATLAS environment All maintenance will be done "live" and will not require any downtime of the ATLAS environment |
| 2    | MassDOT IT, Operations/Server team, Data Center Relocation, In continuing support of the ongoing Core Switch Upgrade and the Data Center Relocation efforts in 10 PP (move from 8110 to 8150), the MassDOT IT, Server team will be migrating many virtual servers (or "VMs") to new equipment in the new location (CHG0037552) | Saturday, May 4, 2019 from 08:00 PM – 08:30 PM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | RMV Customer Impact: No RMV internet transactions, no IVR transactions during this time window       | Mark has sent notification 5/2/19, 3:45 PM                                                                                                                                                                                                                                                                                                                                                                                                              |
| 3    | EOTSS performing monthly Mainframe LPAR Maintenance on Sunday, May 5 <sup>th</sup> , 2019 (EOTSS ServiceNow Change CHG0007527)                                                                                                                                                                                                 | Sunday, May 5, 2019 from 3:30 AM - 5:15 AM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | RMV Customer Impact: No RMV internet (Registration & Title) transactions, no IVR transactions and no | Occurs during the beginning of every month RMV Applications, Production Support to monitor and                                                                                                                                                                                                                                                                                                                                                          |



|   |                                                                                                                                                                                                                  |                                                                              |                                                                                                                                                                                             |                                                                                                                                                                              |
|---|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   |                                                                                                                                                                                                                  |                                                                              | mainframe access during this time window                                                                                                                                                    | confirm, connectivity and transactions as is standard practice                                                                                                               |
| 4 | MassDOT IT, Network team to move PCI devices from the old switch stacks to the new PCI switch stacks on the 2 <sup>nd</sup> & 3 <sup>rd</sup> floor data closet and MDF room at Quincy Headquarters (CHG0037595) | <b>NEXT</b> weekend.....<br>Saturday, May 11, 2019 from 09:00 AM to 04 00 PM | No citizen downtime is expected – However: For anyone working on Saturday, during these hours, there will be minor interruptions to their PC as we migrate them to the new PCI switch stack | Update: 5/2/2019: ... Completed 38 PC and 38 pin pad moves on 4/27 for the 3rd Floor Still have more on the 3 <sup>rd</sup> floor and many more on the 2 <sup>nd</sup> floor |

5/3/2019 9:04 AM

**From:** Newton, Mark (DOT)  
**Sent:** Friday, April 26, 2019 9:49 AM  
**To:** Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Bedard, David (DOT <david.bedard@state.ma.us>  
**Cc:** Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>  
**Subject:** Registrar/IT Weekly Check in

Good Morning!

Below please find this week’s updates for consideration during our scheduled 10 AM call today

Regards,  
Mark

**Watertown RMV Service Center Move**

- No official move date Mid-June per General Services
- No known risk or impediments with IT
- Comcast fiber installation
  - Waiting for final configuration including Internet to be scheduled - Targeting 5/3

**Taunton RMV Service Center Move**

- No official move date Targeting July 1 opening
- If July 1 date cannot be met, the move would be delayed until January per RMV Registrar
- Site visit completed 4/22
- Comcast order process started
  - Waiting for site survey to be scheduled
  - Fiber will need to be installed about 300 ft from building Telco room to new MDF room
  - Will require coordination with landlord but no unusual installation issues expected
- Requests for quotes submitted to vendors:
  - Idemia
    - Preliminary system counts for adds/moves to new service center
  - ACF
  - Valley Communications
- MVN informed of move

###

Miscellaneous

- USBs in Public Facing PCs – Discovery completed only one -I- known occurrence This machine is being analyzed and is being replaced, Monday, April 29 Another added Public Facing PC is in process of being imaged and will be scheduled to be delivered as soon as possible
- AAA/RMV System Wide, Firewall Patching/Upgrade
  - **Proposed** AAA Date: Wednesday, May 8, 2019 at close
  - **Proposed** RMV Date: Tuesday and Wednesday, May 14 & 15, 2019 at service center close (more dates MAY be needed)
- Maintenance –Generally-

| Item | Description                                                                                                                                              | Date/Timeframe | Service Impacting                              | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support Atlas R2. | TBD            | No downtime is expected                        | There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2 To complete these activities, EOTSS is proposing weekly storage maintenance windows <b>starting on April 25<sup>th</sup></b> The maintenance has been tentatively scheduled over multiple weeks to minimize risks to the ATLAS environment All maintenance will be done “live” and will not require any downtime of the ATLAS environment |
| 2    | MassDOT IT, Network team to move PCI devices from the old switch stacks to the new                                                                       |                | No citizen downtime is expected – However: For |                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

|  |                                                                                                                               |                                                    |                                                                                                                                              |  |
|--|-------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|--|
|  | PCI switch stacks on the 2 <sup>nd</sup> & 3 <sup>rd</sup> floor data closet and MDF room at Quincy Headquarters (CHG0037334) | Saturday, April 27, 2019 from 09 00 AM to 04 00 PM | anyone working on Saturday, during these hours, there will be minor interruptions to their PC as we migrate them to the new PCI switch stack |  |
|--|-------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|--|

4/26/2019 9:39 AM

**From:** Newton, Mark (DOT)  
**Sent:** Friday, April 19, 2019 9:25 AM  
**To:** Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Bedard, David (DOT) <david.bedard@state.ma.us>  
**Cc:** Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>  
**Subject:** Registrar/IT Weekly Check in

Good Friday morning Registrar and Dave,

Below please find this week's updates for consideration during our scheduled 10 AM call today

Have a very happy Passover, Easter Sunday – Resurrection Day,  
Mark

**RMV Citrix Server Maintenance**

- Completed 4/13 with no issues

**Watertown RMV Service Center Move**

- No official move date Per Aric Warren, move will likely be the weekend of June 1 or 8
- Park Plaza data center electrical work planned for June 1
- IT cannot support RMV move and electrical work same weekend
- No other known risks or impediments with Tech
- Comcast fiber installation
- Waiting for final configuration including Internet to be scheduled - current target Friday 5/3

**Taunton RMV Service Center Move**

- No official move date - targeting July 1 opening
- If July 1 date cannot be met, the move would be delayed until January per Registrar
- Idemia submitted SOW for DL/ID hardware 4/17
- Site visit planned for 4/22
- Review Comcast configuration - It is expected that Comcast work will be minimal and will only require extending circuits from current building electrical room to new space
- Get system counts for adds/moves to new service center
  - Provide to Idemia to create Professional Services SOW for move

###

Miscellaneous

- USBs in Public Facing PCs
- RMV/AAA PCI QSAs Audit In-Flight
- Maintenance –Generally-

| Item | Description                                                                                                                                              | Date/Timeframe                                    | Service Impacting                                                          | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | MassDOT IT, Operations/Server Team, RMV (ATLAS) Ongoing Windows Patching (CHG0037426/CHG0037427)                                                         | Sunday, April 21, 2019 at 02:00 AM until 08 00 AM | NO prolonged interruption of service; however, brief disruptions may occur | Standard monthly patching cycle from 2 AM to 8 AM on the 2nd Sunday after Microsoft Patch Tuesday (2nd Tuesday of the month)                                                                                                                                                                                                                                                                                                                                   |
| 2    | EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support Atlas R2. | TBD                                               | No downtime is expected                                                    | There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2 To complete these activities, EOTSS is proposing weekly storage maintenance windows <b>starting on April 25<sup>th</sup></b> The maintenance has been tentatively scheduled over multiple weeks to minimize risks to the ATLAS environment All maintenance will be done "live" and will not require any downtime of the ATLAS environment |
| 3    | Digital Safety Training Program                                                                                                                          | Ongoing; no later than April 30                   |                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

4/19/2019 9:22 AM

**From:** Newton, Mark (DOT)  
**Sent:** Wednesday, April 17, 2019 10:44 AM  
**To:** Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>

Cc: Bedard, David (DOT) <[david\\_bedard@state.ma.us](mailto:david_bedard@state.ma.us)>; Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)>  
Subject: REMINDER: Registrar/IT Weekly Check in

Good Morning Registrar,

Just a quick reminder from our last Friday morning discussion of this evening s EOTSS “non-disruptive maintenance” – except for 2 to 30 minutes when VPN connections may experience a short disruption in service Impact should be minimal except those who VPN in at night to check their email

|                                                                                                                                                   |                                      |                                  |                                                                                                                                                                              |
|---------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| EOTSS performing non-disruptive maintenance to internet circuits at MITC and SDC Wednesday April 17th at 7:00 PM – (EOTSS: ServiceNow CHG0008600) | 04-17-2019<br>07:00 PM –<br>11:59 PM | No<br>downtime<br>is<br>expected | EOTSS managed site-to-site VPN connections WILL experience a short disruption from as little as 2 minutes and possibly up to 30 minutes in duration during the change window |
|---------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Regards,  
-Mark

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**From:** Deveney, Erin (DOT)  
**Sent:** Saturday, April 13, 2019 7:37 PM  
**To:** Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)>  
**Cc:** Bedard, David (DOT) <[david\\_bedard@state.ma.us](mailto:david_bedard@state.ma.us)>  
**Subject:** Re: Registrar/IT Weekly Check in

Great update

Let 's hope everything stays this smooth all week

Thanks so much!

Sent from my iPhone

On Apr 13, 2019, at 5:51 PM, Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)> wrote:

Quick Update:

RMV Citrix Server Work - “We just finished both migration and testing, everything went pretty smooth, no issues to report ”

The team will be checking everything out again, just as an extra precaution Monday  
Thank you Registrar Have a fantastic weekend, both of you  
-Mark

Sent from my iPhone

On Apr 12, 2019, at 9:38 AM, Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)> wrote:

Hello Registrar, Dave,

Here are this week's discussion items for our 10 AM call.

Best,  
Mark

**RMV Citrix Server Maintenance**

- Migrating RMV Citrix server to new hardware and storage Saturday, 4/13/2019, 2 - 8 PM
- Eliminates problematic Extreme IO storage that was root cause of recent major RMV incident (INC0204442 - Urgent Citrix Unavailable - (3/6/2019)
- ALARS and Microsoft Office applications impacted
- Required to vacate 10 PP 8110 data center by June 1 ahead of major electrical maintenance
- Very low technical risk to complete
- Harri Rosenberg and Matt Wood have approved
- Extra day to address any issues with 3-day weekend
- Delaying work would introduce further risk – timeline/dependent work is tight to meet June 1 deadline to vacate Suite 8110

**Watertown RMV Service Center Move**

- No official move date. Opening date no sooner than May 17, 2019
- No known risk or impediments with IT.
- Comcast fiber installation
  - Installation completion scheduled for 4/12/19
- Internet configuration may not get completed until another 2 weeks. 4/10 site survey found minor issue with design

**Taunton RMV Service Center Move**

- Still no official move date – presently targeting July 1 opening
- If July 1 opening cannot be met, the move would be delayed until January per Registrar
- Received floorplan on 4/8
- 10 DL/ID complete kits (present state = seven -7-)
- Three -3- additional DL/ID needed
- Two -2- spare in inventory with Idemia, at least one -1- needs to be procured (12-16 week lead time) will confirm with Idemia they can borrow -1- DL/ID kit from break/fix pool until new DL/ID kit(s) arrive(s)
- Submitting request for SOW to Idemia by 4/12
- Site visit planned for week of 4/15
- After review of Comcast configuration, it is expected that Comcast work will be minimal, and will only require extending circuits from current building electrical room to new space (i.e., no trenching)

###

Miscellaneous

- Maintenance –Generally-

| Item | Description                                                                                                                                                    | Date/Timeframe                                   | Service Impacting                                                             | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|-------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | CHG0037396 – Migrate Citrix Servers to New Hardware and Storage – work needed to vacate 10 PP 8110 data center by June 1 ahead of major electrical maintenance | 04-13-2019<br>02:00 PM -<br>08:00 PM             | No Citrix access to ALARS or Microsoft Office Applications during maintenance | Maintenance scheduled for Saturday afternoon thru Saturday evening                                                                                                                                                                                                                                                                                                                                                                                             |
| 2    | EOTSS performing non-disruptive maintenance to internet circuits at MITC and SDC Wednesday April 17th at 7:00 PM (EOTSS: ServiceNow CHG0008600)                | 04-17-2019<br>07:00 PM –<br>11:59 PM             | No downtime is expected                                                       | EOTSS managed site-to-site VPN connections WILL experience a short disruption from as little as 2 minutes and possibly up to 30 minutes in duration during the change window                                                                                                                                                                                                                                                                                   |
| 3    | EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support ATLAS R2        | 04-13-2019<br><del>02:00 PM –<br/>10:00 PM</del> | No downtime is expected                                                       | There are a series of maintenance activities required to ensure the storage environment is ready to support ATLAS R2 To complete these activities, EOTSS is proposing weekly storage maintenance windows <b>starting on April 25<sup>th</sup></b> The maintenance has been tentatively scheduled over multiple weeks to minimize risks to the ATLAS environment All maintenance will be done “live” and will not require any downtime of the ATLAS environment |
| 4    | Digital Safety Training Program                                                                                                                                | Ongoing; no later than April 30                  |                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

4/12/2019 9:20 AM

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**From:** Newton, Mark (DOT)  
**Sent:** Thursday, April 04, 2019 2:54 PM  
**To:** Deveney, Erin (DOT) <[Erin.Deveney@dot.state.ma.us](mailto:Erin.Deveney@dot.state.ma.us)>; Bedard, David (DOT) <[david.bedard@state.ma.us](mailto:david.bedard@state.ma.us)>  
**Cc:** Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)>  
**Subject:** Registrar/IT Weekly Check in

Happy Pre-Friday – Registrar, Dave!

Here are this week s updates for consideration during tomorrow s scheduled 10 AM call Given there are no significant material issues or updates, would you like to forego this week s call, or would you prefer to meet as usual, could you kindly let us know Registrar? Thank you

Regards,  
Mark

**QHQ 1st Floor Atlas Business Testing/Training**

- QHQ 1st Floor Atlas Business Testing/Training
- Ricoh Printer(s): Contact Center & Training: Deliver Date: ~~-Delivered- 4/4/2019-~~

**Watertown RMV Service Center Move**

- No official move date. Opening date no sooner than May 6, 2019
- No known risk or impediments with IT
- Agreed to use 49" TV monitors for QFlow, MVN and Security
- Comcast fiber installation
- Installation completion scheduled for ~~3/29/19~~ 4/12/2019

**Taunton RMV Service Center Move**

- No official move date. Approximate June/July 2019
- Demolition permit in process
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, the move would be delayed until January per RMV Registrar

**AAA Boston -=NEW=-**

- AAA planning to move its location somewhere in PO Square in Fall 2019
- No other details at this time.

###

Miscellaneous

- Maintenance –Generally-

| Item | Description                                                    | Date/Timeframe   | Service Impacting                                 | Comments                                                     |
|------|----------------------------------------------------------------|------------------|---------------------------------------------------|--------------------------------------------------------------|
|      | TSS performing monthly Mainframe Logical Partition (or “LPAR”) | Sunday, April 7, | No downtime Expected to return to service by 4 00 | Occurs during the beginning of every month RMV Applications, |

|   |                                                                                                                                                                        |                                 |                                                                          |                                                                                                                                                                                                                                                            |
|---|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|--------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | maintenance on Sunday April 7th (EOTSS: ServiceNow CHG0007528) CHG0037308 - Migration of Inner DMZ firewall and Load Balancer functions to new equipment in Suite 8150 | 2019 from 3:30 – 5:30           | (+/-), within the daily Mainframe Maintenance Window                     | Production Support to monitor and confirm, as is standard practice                                                                                                                                                                                         |
| 2 | EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support Atlas R2                | 04-07-2019 03:00 AM - 05:00 AM  | Yes; no RMV payment transactions from 3 – 4 AM; (4-5 Testing/Monitoring) | Part II of II, /Testers scheduled/Mark has sent notification 4/3/19                                                                                                                                                                                        |
| 3 | Digital Safety Training Program                                                                                                                                        | Ongoing; no later than April 30 | No downtime is expected                                                  | To mitigate risk, EOTSS would like to schedule this effort as an eight -8- hour window outside of business hours /Testers scheduled/ Mark has sent LIMITED notification 4/3/19 JUST to Registrar for her approval If approved, larger distribution planned |

4/12/2019 9:14 AM

**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 29, 2019 9:10 AM  
**To:** Deveney, Erin (DOT); Bedard, David (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** Registrar/IT Weekly Check in

Good Morning,

Please find the following updates for consideration during this morning's regularly scheduled 10 AM call

**QHQ 1st Floor Atlas Business Testing/Training**

- QHQ 1st Floor Atlas Business Testing/Training
- Ricoh Printer(s): Deliver Date: Thursday, April 4, 2019, all three -3- machines to Quincy RMV Headquarters

**AAA Leominster Move**

- Move Date – Completed successfully on March 22, 2019

**Watertown RMV Service Center Move**

- No official move date. Opening date no sooner than May 6, 2019
- No known risk or impediments with IT
- Agreed to use 49" TV monitors for QFlow, MVN and Security
- Comcast fiber installation
- Installation completion scheduled for 3/29/19 ~~TODAY~~

**Taunton RMV Service Center Move**

- No official move date. Approximate June/July 2019
- Demolition permit in process
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, the move would be delayed until January per RMV Registrar

**AAA Boston --NEW--**

- AAA planning to move its location somewhere in PO Square in Fall 2019
- No other details at this time.

###

Miscellaneous

- ACF
- In RE: Replacement Ricoh units two -2- for Haymarket Service Center
- As of 3/22/2019 AM, Ricoh has a tech scheduled to visit Haymarket today to assess the two devices – outcome partially dependent on results of their findings
- Ricoh IS aware of our desire for replacement units AND aware that this matter is visible at the highest level
- UPDATE: Due to the fact that the Haymarket units were part of the pilot, there was a HEAP/STACK setting that was pushed out to all but the Haymarket machines, that is in the process of being confirmed and/or reset to the optimum or new default setting to match the rest of the locations Symptom was: Delay when calling up the Autostore (Print-on-Demand) feature of the Ricoh devices, at times causing users to become frustrated and reset the device
- ALARS Freeze Board (AFB) Candidate: 2019: Production Issue - Garage Code Update Process for Address Changes in ALARS (RMVLV25D) – Approved by Registrar, will move to Production next week
- Maintenance –Generally-

| Item | Description                                                     | Date/Timeframe        | Service Impacting | Comments                                              |
|------|-----------------------------------------------------------------|-----------------------|-------------------|-------------------------------------------------------|
| 1    | MassDOT IT, Operations/Server Team, RMV (ATLAS) Ongoing Windows | 3/31/2019, 02:00 AM - | No downtime is    | Pending Registrar approval /Testers scheduled/Mark to |

|   |                                                                                                                                                         |                                      |                                                                          |                                                                                                                                                                                 |
|---|---------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|--------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   | Patching                                                                                                                                                | 08:00 AM                             | expected                                                                 | send notification                                                                                                                                                               |
| 2 | CHG0037247 - Migration of Outer DMZ firewall and Load Balancer functions to new equipment in Suite 8150                                                 | 03-31-2019<br>03:00 AM -<br>05:00 AM | Yes; no RMV payment transactions from 3 – 4 AM; (4-5 Testing/Monitoring) | Part I of II, Part II next week /Testers scheduled/Mark to send notification                                                                                                    |
| 3 | EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support Atlas R2 | TBD                                  | No downtime is expected                                                  | To mitigate risk, EOTSS would like to schedule this effort as an eight -8- hour window outside of business hours /Testers aware but not yet scheduled/Mark to send notification |

4/12/2019 9:14 AM

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 22, 2019 9:43 AM  
**To:** Deveney, Erin (DOT); Bedard, David (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** Registrar/IT Weekly Check in

Good FRIDAY Morning Registrar, Dave,  
 Today's updates for consideration during this morning's scheduled 10 AM call

**QHQ 1st Floor Atlas Business Testing/Training**

- All 26 New PCs for third floor desks have been installed and are connected to the network
- QHQ 1st Floor Atlas Business Testing/Training
- Ricoh Printer(s) Target Date: (*backordered MP4055*) First week of April for all three -3- printers (specific date to be provided)

**AAA Leominster Move**

- Move Date ~~-TODAY-~~ March 22, 2019

**Watertown RMV Service Center Move**

- No official move date Tentative opening date April 29, 2019
- No known risks or impediments with IT
- Awaiting feedback from General Services on TV size - Current Service Center uses 55" due to high ceilings - Standard is 49"
- Comcast fiber installation
- Fiber splice installation completed 3/18
- Installation completion scheduled for 3/29/19

**Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Demolition permit in process
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, the move would be delayed until January per RMV Registrar

**Roslindale RMV Service Center**

- Very early in process
- Targeting Q1 2020 CY opening

###

**Miscellaneous**

- ACF Technologies, Q-Flow Queuing Application Deprecation of the AWS Classic VPN Connection by 4/1/2019 Thursday, March 21, 2019 afterhours @ 5:30 PM
- EOTSS Resources on hand at the beginning of the work (5:30 PM) from 07 00 AM on Friday, March 22, 2019
- ACF Resources also available Thursday and Friday (Pulseway access to confirm QFlow functionality (all but printing tickets)
- MassDOT IT, to coordinate with DMs to arrange for RMV testers within each region
- **Primary mission successful** – will need to schedule a subsequent effort to facilitate failover ACF/QFlow VPN connection to Springfield Data Center (or "SDC")
- Post action review of Citrix production incident

**Root Cause**

This was a very unusual hardware failure that might be described as "once in a lifetime" Our storage hardware is highly redundant, but had both backup batteries fail within a few minutes of each other at just before 10 00pm on March 5<sup>th</sup> The device shut itself down to prevent data loss We identified the root cause and ordered replacement parts by 4 00am on March 6<sup>th</sup> The parts arrived and were installed by noon Restoring the server environment took until 5 00pm that day

**Next Steps**

- Retire this storage device and move all data to brand new hardware by 5/17
- Review other hardware around DOT to proactively identify any older pieces that may be subject to similar failures Complete by 5/31
- Hire an architect to review our current server and storage architecture, with the objective of providing more redundancy and reducing our recovery time for future incidents He will start in the next two weeks and we expect the new architecture design to be complete by 5/3 We will immediately begin implementation of the recommended changes
- We are in the process of redesigning our incident response processes We will complete and deploy the changes by 4/26
- Replacement Ricoh units two -2- for Haymarket Service Center
- As of 3/22/2019 AM, Ricoh has a tech scheduled to visit Haymarket today to assess the two devices – outcome partially dependent on results of their findings

- Ricoh IS aware of our desire for replacement units AND aware that this matter is visible at the highest level
- ALARS Freeze Board (AFB) Candidate: 2019: Production Issue - Garage Code Update Process for Address Changes in ALARS (RMVLV25D)

4/12/2019 9:14 AM

---

**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 15, 2019 2:53 PM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Additionally, I confirmed;

- that the wall bracket for the QFlow TV is fit for purpose with Bill Norrish (Watertown)
- that Jim Tilley of the MassDOT IT, Network team will be on the watch for the EOTSS/Q-Flow, Deprecation of the AWS Classic VPN Connection on Thursday, March 21, 2019 afterhours @ 5:30 PM / Friday AM
- Paul Lavallee has sent an update/reminder to the RMV DM s regarding upcoming scheduled DCP implantations

I also followed-up on an Email from Bill Norrish to David Hempe regarding attempting to confirm the AAA Leominster move date tentatively re-scheduled to March 22, 2019 – awaiting reply

Have a fantastic weekend to you both!  
 -Mark

---

**From:** Bedard, David (DOT)  
**Sent:** Friday, March 15, 2019 12:49 PM  
**To:** Newton, Mark (DOT); Deveney, Erin (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

I confirmed there is a \$500k placeholder for OPMI dashboard work, subject to final approval and any changes in priorities I will touch base with Rachel on Monday

---

**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 15, 2019 9:48 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

**QHQ 1st Floor Atlas Business Testing/Training**

- Ricoh Printer(s) Target Date: TBD
- Order placed / awaiting delivery status from Ricoh
- **AAA Leominster Move**
- Move Date – Tentatively re-scheduled to March 22, 2019
- Waiting for AAA confirmation

**Watertown RMV Service Center Move**

- No official move date. Tentative opening date April 29, 2019
- Comcast fiber installation
- Fiber splice installation scheduled for Friday, 3/15
- Installation completion scheduled for 3/29/19
- AV Installation to support QFlow
- Completed 3/14
- ACF
- ACF to deliver wall bracket for QFlow TV by 3/8 so General Contractor can install
- Received By General Contractor on schedule 3/8
- Updated computer/IP worksheet completed with existing equipment IP information
- Beth Pellegrini ordered second Bank of America scanner for new Cash Room

**Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Demolition permit has been pulled (Planet Fitness)
- Lease was signed
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per RMV Registrar

**Roslindale RMV Service Center**

Very early in process  
 Targeting Q1 2020 CY opening

###

Miscellaneous

- Update: Attleboro Q-Flow Kiosk  
 ACA to perform an onsite review of kiosk and also bring a replacement monitor with the bread board (or “ internal touchscreen”) that goes inside the kiosk Tech will be onsite either on Tuesday or Wednesday of next week / these days were chosen as it’s less busy at the service center  
 INC0205329 / SR00008508 - Attleboro - the QFlow self-service kiosk is not working properly, keeps losing a connection to the system <THIS week>  
 INC0204658 / SR00008268 - having on going issues with q-flow system - not printing and wrong categories calibrated <last week>
- Effort 1 of 2 - MassDOT IT, Server: Routine Security Updates to the ATLAS System  
 Sunday, March 17, 2019 from 03 00 AM to 04:00 AM (Estimated), the MassDOT IT, Server team will be performing routine security updates to the ATLAS system  
 NO prolonged interruption of service is expected; however, brief disruptions may occur during this time

- Effort 2 of 2 - EOTSS, MassDOT IT, Chelsea Circuit Cut Over to New Core Switches  
Sunday, March 17, 2019 from 08:00 AM to 11:00 AM (Estimated), we will be cutting over the EOTSS Chelsea circuits to the new Cisco 9300 Core WAN layer distribution switches in the 8150 server room, as part of the comprehensive Core Migration project  
NO interruption of service is expected; however, brief disruptions may occur
- ACF Technologies, Q-Flow Queuing Application Deprecation of the AWS Classic VPN Connection by 4/1/2019  
Thursday, March 21, 2019 afterhours @ 5:30 PM
- EOTSS Resources on hand at the beginning of the work (5:30 PM) from 07:00 AM on Friday, March 22, 2019
- ACF Resources also available Thursday and Friday (Pulseway access to confirm QFlow functionality (all but printing tickets))
- MassDOT IT, to coordinate with DMs to arrange for RMV testers within each region
- Post action review of Citrix production incident (TBD)
- RMV Application Development Fixed an online (web) code bug (INC0205513) that was preventing certain 'Company' plate types from getting a duplicate registration online. While the reported incident is for a municipal plate (MVN) it was discovered that five additional 'Company' plates types were being excluded too. Company plates types fixed and tested are as follows:  
<Value>ATN</Value>  
<Value>AXN</Value>  
<Value>MVN</Value>  
<Value>MXN</Value>  
<Value>STN</Value>  
<Value>SXN</Value>  
CHG0037130 - INC0205513 - error duplicating Municipal (MVN) registrations via e-services
- Reminder to DMs, anyone wishing to deploy QFlow DCP by the April 12, 2019 deadline should be expressing their interests now  
4/12/2019 9:14 AM

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 08, 2019 9:47 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Morning Registrar, Dave,  
Below are today's updates for consideration during this morning's scheduled 10 AM call

#### **OHQ 1st Floor Atlas Business Testing/Training**

- Ricoh Printer(s) Target Date: TBD
- Working through some procurement details / Upside: devices are quick-to-deploy
- **AAA Leominster Move**
- Move Date – Tentatively re-scheduled to March 22, 2019
- AAA is having IT issue that caused delay
- This is with their business IT - unrelated to RMV/MassDOT systems which are ready

#### **Watertown RMV Service Center Move**

- No official move date - Approximate April 2019
- Comcast fiber installation
- Interior and exterior rough cabling completed
- Final installation scheduled for Friday, 3/15
- AV Installation to support QFlow
- Installation of AV systems scheduled for 3/12-3/14/19
- Fabric backdrop
- Delivered to General Services – on schedule
- ACF
- ACF to deliver wall bracket for QFlow TV by 3/8 so General Contractor can install
- Waiting for confirmation
- Draft computer/IP worksheet distributed to IT team with listing of existing equipment being moved and new equipment being installed

#### **Taunton RMV Service Center Move**

- No official move date - Approximate June/July 2019
- Demolition permit has been pulled (Planet Fitness)
- Lease was signed
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per RMV Registrar

#### **Roslindale RMV Service Center**

Very early in process  
Targeting Q1 2020 CY opening

###

#### Miscellaneous

- VLS (SAVE) Production Scheduled Maintenance, Friday, March 8, 2019 from 09:00 PM until 11:59 PM  
The recommendation from the RMV business is leaving the Web transactions up and available during this upcoming maintenance period. Customers that attempt to process transactions using either a birth certificate or US Passport/Card will be successful during this SAVE outage. Since go-live the majority of documents presented for lawful presence have been either a birth certificate or US Passport/Card (77 %). If approved, I will send communications out later this AM.
- We have an alert already planned on the web site and we can add a SAVE system maintenance value so customers using SAVE transactions that don't read the alert will get stopped
- THIS weekend the Mainframe will be going down for a Scheduled Mainframe Outage - Sunday, March 10th at 3:30 AM Clock Time scheduled to 05:45 AM. EOTSS will be setting the Mainframe clock forward one (1) hour for Daylight Savings Time (or "DST")

When: Sunday, March 10th from (2:30 AM Mainframe Time) 03:30 AM to 05:45 AM



Why: 1 Regular Monthly Charge-back IPL – RSYS and 2 Scheduled Mainframe annual Daylight Savings Time (DST) Change

Internal Impact: All access to mainframe will be effected/unavailable

RMV Customer Impact: No RMV internet (Registration & Title) transactions, no IVR transactions and no mainframe access during this time window

- ALARS Freeze Board (AFB) Candidate: 2014: Changes to No Policy Report – To be moved to Production 3/13/2019
- Interim/indefinite solution has been provided to the VSCS team/representative in Worcester

4/12/2019 9:14 AM

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, March 01, 2019 9:22 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Morning Registrar, Dave – Happy Friday and March 1<sup>st</sup> – Can Spring be far away?

Here are today's updates for consideration during this morning's scheduled 10 AM call

**QHQ 1st Floor Atlas Business Testing/Training**

- 26 New PCs for third floor desks that will be vacated - deployment begun March 1

**AAA Leominster Move**

- Move Date – Wednesday, March 6, 2019
- Reached out to Karen Pedi to secure an RMV CSR for testing

**Watertown RMV Service Center Move**

- No official move date - Approximate April 2019
- Comcast fiber installation
- Interior installation of "rough" cabling completed 2/25
- Exterior installation process started including DigSafe notification
  - o Dependent on weather but expected to be completed by 3/8
- Comcast believes all work to be completed by 3/15
- AV Installation to support QFlow
- TV monitor brackets installation completed
- Requested additional PO to cover speaker wire installation from Valley Communication on 2/20
- Installation of AV systems scheduled for 3/25-3/26/19
- Fabric backdrop
- Idemia delivered to Creative Office Pavilion (furniture vendor) backdrop fabric on 2/28
- ACF SOW
- ACF to deliver wall bracket for QFlow TV by 3/8 so General Contractor can install.

**Taunton RMV Service Center Move**

- No official move date - Approximate June/July 2019
- Demolition permit has been pulled (Planet Fitness)
- Lease was signed
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per RMV Registrar

**Roslindale RMV Service Center**

- Very early in process
- Targeting Q1 2020 CY opening

###

**Miscellaneous**

- ACF/Q-Flow –Pulseway deployment statewide on 2/27-2/28 - successfully completed
- VLS (SAVE) Production Scheduled Maintenance, Tuesday, March 5, 2019, Estimated Duration: 10:00 PM ET until Wednesday, March 6, 2019 4:00 AM ET Only Foreign Visa/Passport data will not be available to SAVE/VLS during this time. All other VIS functions will be available. RMV Communications (Nancy Cox) has crafted and scheduled a Web alert
- NEXT weekend the Mainframe will be going down for a Scheduled Mainframe Outage - Sunday, March 10th at 3:30 AM Clock Time scheduled to 05:45 AM. EOTSS will be setting the Mainframe clock forward one (1) hour for Daylight Savings Time (or "DST")

When: Sunday, March 10th from (2:30 AM Mainframe Time) 03:30 AM to 05:45 AM

Why: 1 Regular Monthly Charge-back IPL – RSYS and 2 Scheduled Mainframe annual Daylight Savings Time (DST) Change

Internal Impact: All access to mainframe will be effected/unavailable

RMV Customer Impact: No RMV internet (Registration & Title) transactions, no IVR transactions and no mainframe access during this time window

- ALARS Freeze Board (AFB) Candidate: 2014: Changes to No Policy Report (Approval: Y/N)

4/12/2019 9:14:28 AM

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, February 22, 2019 9:12 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Morning Registrar, Dave,

Here are today's updates for consideration during this morning's scheduled 10 AM call

**QHQ 1st Floor Atlas Business Testing/Training**

- 26 New PCs are being proposed for third floor desks that will be vacated - Targeting March 1 completion
- New Ricoh color copier will be installed in space - IT Service Desk working with Ricoh to procure
-

Interim color printer and black and white copier were installed 2/14

#### AAA Leominster Move

- Move Date – Re-scheduled March 6, 2019
- Comcast RMV data installation completed 2/14

#### Watertown RMV Service Center Move

- No official move date Approximate April 2019
- Comcast fiber installation
- Plans were approved by mall management 2/20
- Interior installation of cabling could start as early as 2/22
- Exterior installation process started including DigSafe notification
- Dependent on weather but no expected issues completing before 4/1/19
- AV Installation to support QFlow
- TV monitor brackets delivered 2/15
- Learned on 2/20/19 that installation of speaker wire not included in General Contractor contract
- This differs from last two Service Center buildout
- Requested additional PO to cover speaker wire installation from Valley Communication on 2/20
- Tentative installation of AV systems scheduled for 3/26/19
- Fabric backdrop
- Creative Office Pavilion (furniture vendor) needs roll of backdrop fabric by 3/1
- Confirmed with Idemia They will have in Billerica well before that date
- ACF SOW
- Submitted IT Request for SOW 2/19

#### Taunton RMV Service Center Move

- No official move date Approximate June/July 2019
- Lease was signed
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per RMV Registrar

#### Rosindale RMV Service Center

- Very early in process
- Targeting Q1 2020 CY opening

###

#### Miscellaneous

- REMINDER: RMV - Database Maintenance for Production CV11 – Monday, February 25th - 2019 - 03:00 AM – 04:00 AM - no additional down time – MassDOT IT, Change Request CHG0036856  
Received an NCOA (National Change of Address) file from ATLAS to be imported into ALARS The file contains 3,587,386 records  
In order process 3.5+ million records into ALARS the ADDR (Address) area of the database needs to be expanded to hold this additional data This process is expected to take 40 minutes
- MassDOT IT, Operations/Server Team, RMV (ATLAS) Ongoing Windows Patching: 2/24/2019, 02:00 AM - 08:00 AM - We expect NO prolonged interruption of service; however, brief disruptions may occur

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, February 15, 2019 8:48 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Morning Registrar,

Here are today's updates for consideration during this morning's scheduled 10 AM call  
Appearing at the bottom are a few MassDOT IT, ALARS Freeze Board (or "AFB") items for which I would ask your consent to move forward and some miscellaneous points of interest...

Thank you Registrar,  
Mark

#### Back Office/Facial Rec Production Issues

- Root Cause Analysis Meeting was held on 2/14/2019
- Discussion/Findings/Calls to Action

#### QHQ 1st Floor Atlas Business Testing/Training

- Systems and employee moves from Third floor to 1st floor completed 2/14
- 26 New PCs are being proposed for third floor desks that will be vacated Targeting March 1 completion
- New Ricoh color copier will be installed in space IT Service Desk working with Ricoh to procure
- Interim color printer and black and white copier were installed 2/14

#### AAA Leominster Move

- Move Date – Re-scheduled March 6, 2019
- Changed from Feb 22 to avoid school vacation week and AAA travel event week of 2/25
- Comcast completed RMV data installation 2/14

#### Watertown RMV Service Center Move

- No official move date Approximate April 2019
- Comcast fiber installation
- Awaiting for ETA on delivery of detailed installation plans Process is underway
- Plans will need to be approved by mall management before they can start installation

- This continues to require close monitoring to ensure completion before scheduled opening
- General Contractor needs monitor brackets for QFlow/MVN TVs by 2/15
- Valley to delivered 2/14
- Fabric backdrop
- Creative Office Pavilion (furniture vendor) needs roll of backdrop fabric by 3/1
- Confirmed with Idemia They will have in Billerica well before that date
- ACF SOW
- Still waiting for SOW from ACF
- Followed up again on 2/13 and escalated today 2/15

**Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Lease was signed
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per Registrar

###

(AFB)

- 1 ALARS Freeze Board (AFB) Candidate: 2017: Production Issue - Excise value calculation field is two (2) bytes short causing a truncation of Excise Tax Value
- 2 ALARS Freeze Board (AFB) Candidate: 2014: Changes to No Policy Report
- 3 ALARS Freeze Board (AFB) Candidate: 2018: Please disable the RMV's Policy Information Portal (PiP) public version only (DMZ-WB-BOS-P12/P13) - completely offline-

###

Miscellaneous

- RMV - Database Maintenance for Production CV11 – Monday, February 25th - 2019 - 03 00 AM – 04:00 AM – no additional down time – MassDOT IT, Change Request CHG0036856
- INCO200051 - ALARS CREDIT CARD TRANSACTION is not going through in the Application bottom left just shows 2 Parenthesis – (Enforcement Services)
- MAB Placard Printer Proof of Concept (PoC), Other
- Proof of Concept testing (Future State) - **with RMV Business/Tech coordinating a meeting for next week with MAB stakeholders, Lexmark representative, RRD representative and Tech**
- Desk and DL/ID assets move located in the 3rd floor of Haymarket, MAB Walk-In service room (Room 343) Tuesday, February 12th 8 AM-9 AM – **COMPLETED as scheduled-**
- INCO200481 - Medical Affairs workstation signature pad and camera is indicating not connected – (MAB) Walk-Walk-In (Rm 343)
- Instituting a self-service digital kiosk and/or registration center with application technology (i.e. QLESS servicing platform) similar to the EZ-PASS customer counter and RMV Service Centers – **With RMV Business/No Tech action at this time**
- TEMPORARILLY Relocate Printer QHQ:3rd Floor-MAB-PLACARD (ATLAS – 3109 Jen Hoban s area) from QHQ to Haymarket MAB 4th Floor Location – **Permissions confirmed with Sye to relocate the printer, indefinite to permanent term, coordinating with General Services to physically move this floor standing printer – Work in Progress – (Current State)**
- A wall monitor in Corrine Steller s office that has the ability for a split screen dashboard - **Requires further discussion with Corrine, to be held within a week's time**
- Requisition two (2) privacy screens for the Room 343 DL/ID workstation monitors - **REQ0028889**

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, February 08, 2019 12:40 PM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Afternoon Registrar,

A quick follow-up to outstanding questions from this morning s call...

- There will be phones in adequate supply for the QHQ moves
- Greenfield QFlow connectivity issues are reported/confirmed resolved
- Haymarket QFlow tablet issue is also reported/confirmed resolved

Thank you Registrar

Best,  
Mark

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, February 08, 2019 9:18 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Another Fantastic Friday morning to you... Here are the updates for consideration during this morning s scheduled 10 AM call...

**Back Office/Facial Rec Production Issues**

- Meeting has been scheduled with Idemia to discuss root cause (Wednesday, February 13, 2019)
- More detail to follow meeting

**MAB Placard Printer Proof of Concept (PoC), Other**

- MassDOT IT is working multiple MAB priorities including Placard Printer PoC – Details within attachment
  - Desk and DL/ID assets move located in the 3rd floor of Haymarket, MAB Walk-In service room (Room 343) Tuesday, February 12th 8 AM-9 AM
  - Instituting a self-service digital kiosk and/or registration center with application technology (i.e. QLESS servicing platform) similar to the EZ-PASS customer counter and RMV Service Centers (please see attachment)
  - TEMPORARILLY Relocate Printer QHQ:3rd Floor-MAB-PLACARD (ATLAS – 3109 Jen Hoban s area) from QHQ to Haymarket MAB 4th Floor Location
  - A wall monitor in my office (C S ) that has the ability for a split screen dashboard
- << Message: Re: MAB Facility Upgrade Request and Customer Servicing Project >>

**Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)**

- Will coordinate delivery post successful completion of Placard Printers

**AAA Leominster Move**

- Move Date – Feb 22, 2018 \*NEW\*
- Comcast had minor site issues and new plan was needed Required coordination with landlord Awaiting revised install schedule
- Monitoring closely with AAA for impact to move date

**QHQ 1st Floor Atlas Business Testing/Training**

- Furniture and cabling completed
- Systems and employee moves expected to be completed 2/15
- John Primerano and Dawn Ball coordinating schedule
- 26 New PCs are being proposed for third floor desks that will be vacated Targeting March 1 completion
- New Ricoh color copier will be installed in space Dawn Ball working with Ricoh to procure
- May need to use interim device if copier not delivered in time

**Watertown RMV Service Center Move**

- No official move date Approximate April 2019
- Construction work resumed
- Comcast fiber installation
- Mall management is requiring more detailed installation plans than have been provided to date
- Waiting for plan and approach to provide from Comcast management
- This continues to require close monitoring to ensure completion before scheduled opening
- General Contractor needs monitor brackets for QFlow/MVN TVs by 2/15
- Waiting for delivery confirmation

**Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Risks High complexity, moderate to high exposure to risk
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per Registrar

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**From:** Newton, Mark (DOT)  
**Sent:** Friday, February 01, 2019 9:08 AM  
**To:** Bedard, David (DOT); Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good Friday Morning to you both...

<< OLE Object: Picture (Device Independent Bitmap) >>

**Back Office/Facial Rec Production Issues**

- Ongoing, progress being made

**Procure Lexmark Placard Printer for Medical Affairs Bureau (MAB)**

- Proof of Concept testing is being conducted at QHQ there has been some team hands-on, and we re looking at engaging representatives of both RRD and Lexmark (vendor/reseller) to ensure testing is optimized (for proposed volume and quality) and more closely resembles likely real use

**Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)**

- Will coordinate delivery post successful completion of Placard Printers

**AAA Leominster Move**

- Move Date – Changed to Feb 15, 2018
- Comcast had minor site issues and new planned is needed Awaiting revised install schedule

**QHQ 1st Floor Atlas Business Testing/Training**

- Walkthrough with RMV Business 1/30
- Finalized move locations
- Run book ("plan") created and distributed
- Inno4 cabling work started this week
- Furniture will be installed on Feb 1
- Systems and employee moves expected to be completed 2/15
- Finalizing employee moves and BOM with John Primerano and Dawn Ball
- 26 New PCs are being proposed for third floor desks that will be vacated Targeting March 1 completion
- New Ricoh color copier will be installed in space Dawn Ball working with Ricoh to procure
- May need to use interim device if copier not delivered in time

**Watertown RMV Service Center Move**

- No official move date Approximate April 2019
- Risks High complexity, moderate to high exposure to risk
- Construction work stoppage due to licensing issue with General Contractor
- Expected to be resolved in a few days
- Planned interior rough fiber cabling by Comcast within existing RMV was cancelled last minute as a result
- Mall management instructed Comcast to vacate premise
- Comcast fiber installation
- After work resumes, a meeting is needed with Comcast, Aric Warren, Bill Norrish and mall management to discuss new plan and obtain approval
- Work will require trenching from mall to service center to replace existing Comcast aerial connections
- Per Comcast, about 2 days of work Dependent on weather Dig Safe process was initiated

- Comcast believes there are no issues meeting March 15 date to complete
- General Contractor needs monitor brackets for QFlow/MVN TVs by 2/15
- Once PO is issued, Valley can order brackets They expect to easily meet 2/15 date

#### Taunton RMV Service Center Move

- No official move date Approximate June/July 2019
- Risks High complexity, moderate to high exposure to risk
- Expected to be moved in before RMV operational freeze July 1
- If July 1 date cannot be met, move would be delayed until January per RMV Registrar

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**From:** Bedard, David (DOT)  
**Sent:** Friday, January 25, 2019 8:37 AM  
**To:** Deveney, Erin (DOT)  
**Cc:** Newton, Mark (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good morning Weekly update below I asked Mark to join us this week as he did a lot of research on Leominster

#### Back Office/Facial Rec Production Issues

- Enforcement Services, Facial Recognition team is in the process of reviewing the Idemia findings

#### Workstation Issues at Leominster Service Center

- A review of reported Incidents at the RMV Leominster Service Center was initiated with Service Delivery (from November 1, 2018 – January 22, 2019) With particular focus on the following stations (5, 6, 12, 10 and 11) – but **all** counters reported incidents were reviewed
- The question was posed to the Service Delivery team regarding the integrity of the workstations in that Service Center, are they more prone to problems than usual, or more so than any other Service Center? –No-
- Of a total reported Incidents of 56, (including “N/A”) the breakdown is
- People: 25 – Training type issues: With resolutions like: “Rebooted the PC, Signature Pad and Camera,” (most frequent) or “Loose or Unplugged Power Cord”
- Process: 5 – Password Had Expired, CIRV screen not working as expected, as there were no orphan records to process
- Technology: 23 – Technology issues: Legitimate tech problems with resolutions like: “Software Update Applied,” or “Replaced vision tester” or “Workstation reimaged (q=2)” or “Vendor Resolved”
- In summary, the team feels that if the District Managers, Service Center Managers and staff could be reminded of, and continue to reinforce the importance of, and the need to allow ample time when logging in to allow ALL the software components to fully load (Operating System, Idemia software, Credit Card Processing Software, ATLAS software) and the peripherals (ALL the peripherals) The sentiment is, that as long as it sometimes seems to take to wait while logging in to a workstation (and logging off when done) – the time is well spent, as opposed to rushing the load process, having items not load properly, then having to go through a complete troubleshooting regime to isolate the source of a potential problem or place a call to Business Support and/or the Service Desk Also, Service Center personnel, when logging out should be leaving the machines powered “On” so patches may be installed properly and, if/as needed, the machines may be removed into by appropriate MassDOT IT personnel

#### Procure Lexmark Placard Printer for Medical Affairs Bureau (MAB)

- Lexmark CS820de color printer device (1) successfully installed for ATLAS and MAB Placard Proof of Concept (or “PoC”) testing on 1/18/2019 Testing is in progress and initial sentiment appears to be good

#### AAA Leominster Move

- Move Date – As of 1/24/2019 **NEW DATE: Changed to Friday, February 15, 2018**
- Risks Low No known issues preventing move from MassDOT IT perspective
- Comcast has provided install schedule and installation completion is planned for Monday, January 28

#### QHQ 1st Floor Atlas Business Testing/Training

- Risk Moderate complexity Low/moderate exposure to risk Business drop-dead ready date mid-March provides 1 month schedule contingency
- Significant data cabling work required by Inno4 to bring data/voice capacity to 1st floor from 3rd floor
- Inno4 won re-post of bid IT Request submitted
- Work is being scheduled for week of 1/28 Requires IT Network staff to volunteer for 2 nights after hours
- Furniture will be installed on Feb 1
- Systems and employee moves expected to be completed 2/15
- Finalizing employee moves and BOM with John Primerano and Dawn Ball
- 26 New PCs are being proposed for third floor desks that will be vacated Targeting March 1 completion

#### Watertown RMV Service Center Move

- No official move date Approximate April 2019
- Risks High complexity, moderate to high exposure to risk
- Comcast submitted plans to mall management
  - It was agreed to route through the mall from existing mall telecommunication room but mall management is requiring Comcast to trench the short distance from the back of mall to utility pole on street
  - Comcast will start interior work within next 2 weeks
  - Comcast initiated Dig Safe process for trenching Weather will dictate installation schedule
- Comcast will need access in existing RMV to install fiber for new service center
- Tentatively scheduled for next Tuesday, 1/29/19 from 5 to 7:30 PM It will require RMV staff to keep service center open Waiting for confirmation from Comcast before requesting RMV support
  - Comcast does not believe there will be any issue meeting March 15 deadline
- General Contractor needs monitor brackets for QFlow/MVN TVs by 2/15
- Valley communication provided SOW and it was submitted for PO
- Once PO is issued, Valley can order brackets They expect to easily meet 2/15 date
  - Scoping call held with ACF They will be submitting SOW for moving QFlow equipment

#### Taunton RMV Service Center Move

- No official move date Approximate June/July 2019
- Risks High complexity, moderate to high exposure to risk

**Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)**

- Will coordinate delivery post successful completion of Placard Printers

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**From:** Bedard, David (DOT)  
**Sent:** Friday, January 18, 2019 8:59 AM  
**To:** Deveney, Erin (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Good morning This week s updates below Attached is findings to date on Back Office/Facial rec << File: 01 17 19 Issuance 360 FR Priority of Fixes IDEMIA Status\_IDEMIA\_Update docx >>

**Back Office/Facial Rec Production Issues**

- Discussed findings to date with Idemia management 1/17/18
- All 7 "high" priority issues reviewed
- 2 Idemia researching with Atlas/FAST
- 2 Idemia continuing to research internally
- 2 Idemia is requesting researching in conjunction with RMV team
- 1 Idemia believes system is functioning as design (FAD) but can make configure changes to meet RMV needs
- Idemia sent findings 1/17 to Sara to provide clarifications and/or coordinate on-site review with team

**Workstation Issues at Leominster Service Center**

- Mark Newton assigned to coordinate resolution (1/17/18)

**Procure Lexmark Placard Printer for Medical Affairs Bureau (MAB)**

- Lexmark CS820de color printer device (1) is installed and the network team provided an IP address for the proper VLAN membership and retested as of 7:45 AM this morning (1/18/2019)
- DL/ID equipment had to be moved/coordinated (successfully with both ATLAS and Idemia) to open up Location for the new printer in proximity to Jen Hoban s cube (3109) next to existing floor standing form factor Dell printer
- Placard media materials are on-site and ready for the proof of concept testing as soon as IP address is implemented
- Low risk

**North Adams RMV – Additional DL/ID**

- Completed successfully 1/17/19

**AAA Leominster Move**

- Move Date – Changed to Feb 1, 2018
- Risks Moderate Comcast fiber may not be installed by move date and would impact availability of RMV Services
- Awaiting installation schedule from Comcast
- Risk can be mitigated by using interim 4G wireless router to provide connectivity for RMV Services if fiber not ready
- No guarantee of performance May not be adequate for RMV Services

**QHQ 1st Floor Atlas Business Testing/Training**

- Work underway Completion Feb 15, 2018
- Risk Moderate complexity Low/moderate exposure to risk Business drop-dead ready date mid-March provides 1 month schedule contingency
- Significant data cabling work required by Inno4 to bring data/voice capacity to 1st floor from 3rd floor
- Received SOW from INNO4 for additional cabling for Atlas business training Cost went from \$10, 852 to \$22,082
- Cost increase due to additional 30 network drops for additional furniture for Atlas business training
- Due to increase in value, work was re-posted for bid in Commbuys Bids due to 1/18
- Even with reposting, it is expected that timeline can be met
- Furniture will be installed on Feb 1
- Systems and employee moves expected to be completed 2/15

**Watertown RMV Service Center Move**

- No official move date Approximate /April 2019
- Risks High complexity, moderate to high exposure to risk
- Comcast fiber will require routing from mall electrical room to new service center via plastic inter duct in non-RMV tenant ceilings
- Comcast will require approval by Mall management and landlord
- Alternative would require trenching from utility line on street behind new Service Center location This would inquire significant expense and may be difficult to perform during winter season
- Received sketch of proposed work but waiting for Comcast to answer technical questions before submitting to mall management
- Onsite meeting held on 1/16 to review server room and data/telecom requirements
- Server room will be completed within 2 weeks
- General Contractor needs monitor brackets for QFlow/MVN TVs by 2/15
- Valley communication to submit quote for PO 1/18 to supply equipment and installation services

**Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019
- Risks High complexity, moderate to high exposure to risk

**Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)**

- Will coordinate delivery post successful completion of Placard Printers

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**From:** Bedard, David (DOT)  
**Sent:** Friday, January 11, 2019 8:56 AM  
**To:** Deveney, Erin (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Happy Friday Updates for this week below The one thing we need to decide on is if the scanners for suspension are warranted Thanks

**North Adams RMV – Additional DL/ID**

- Install Date – Jan 16, 2018
- Risks No known Low complexity, low exposure to risk

**AAA Leominster Move**

- Move Date – Changed to Feb 1, 2018
- Risks Moderate Comcast fiber may not be installed by move date and would impact availability of RMV Services
- With move delayed 2 weeks, Comcast is more likely to meet move date
- Signed Right of Entry from landlord received Awaiting installation schedule from Comcast
- Risk can be mitigated by using interim 4G wireless router to provide connectivity for RMV Services if fiber not ready
- No guarantee of performance May not be adequate for RMV Services

**QHQ 1st Floor Atlas Business Testing/Training**

- Work underway Completion Feb 15, 2018
- Risk Moderate complexity Low/moderate exposure to risk Business drop-dead ready date mid-March provides 1 month schedule contingency
- Significant data cabling work required by Inno4 to bring data/voice capacity to 1st floor from 3rd floor
- Waiting for update SOW from INNO4 for additional cabling for Atlas business training
- Furniture and data installation to be completed Feb 5
- Systems and employee moves expected to be completed 2/15

**Watertown RMV Service Center Move**

- No official move date Approximate March/April 2019
- Risks High complexity, moderate to high exposure to risk
- Comcast fiber will require routing from mall electrical room to new service center via plastic inter duct in non-RMV tenant ceilings
- Comcast will require approval by Mall management and landlord
- Alternative would require trenching from utility line on street behind new Service Center location This would incur significant expense and may be difficult to perform during winter season
- Onsite meeting planned for 1/15 to review server room requirements with Contractor
- Idemia SOW received 1/9

**Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019 Lease is being negotiated
- Risks High complexity, moderate to high exposure to risk

**Procure Lexmark Placard Printer for Medical Affairs Bureau (MAB)**

- Lexmark CS820de color printer device (1) was received on 1/4/19 (on schedule) and is on site in QHQ awaiting a rapid feasibility study by MassDOT IT, Service Delivery to confirm or configure for data drop, confirm power, assign IP (MassDOT IT, Network), etc
- Location is determined and confirmed in proximity to Jen Hoban's cube (3109) next to existing floor standing form factor Dell printer
- Install date will be fast tracked but actual install date is pending the completion of the feasibility study
- Placard media materials are being moved to QHQ for the proof of concept testing
- Low risk

**Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)**

- Tech is awaiting disposition by the business regarding next steps
- Estimate is three (3) to four (4) weeks for delivery of the devices from receipt of PO by Idemia
- Low risk

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**From:** Bedard, David (DOT)  
**Sent:** Monday, January 07, 2019 9:25 AM  
**To:** Deveney, Erin (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Here's the latest, we can discuss on Friday but please let me know if you have any immediate questions or concerns Thanks!

**North Adams RMV – Additional DL/ID**

- Install Date – Jan 16, 2018 (moved due to General Services work schedule)
- Risks No known Low complexity, low exposure to risk

**AAA Leominster Move**

- Move Date – Jan 18, 2018
- Risks Comcast fiber may not be installed by move date and would impact availability of RMV Services
- Signed Right of Entry from landlord to allow Comcast to perform work is still outstanding
- Risk can be mitigated by using interim 4G wireless router to provide connectivity for RMV Services
- No guarantee of performance May not be adequate for RMV Services

**QHQ 1st Floor Atlas Business Testing/Training**

- Work underway Completion expected mid-February
- Risk Moderate complexity Low/moderate exposure to risk Business drop-dead ready date mid-March provides 1 month schedule contingency
- Significant data cabling work required by Inno4 to bring data/voice capacity to 1st floor from 3rd floor

#### **Watertown RMV Service Center Move**

- No official move date Approximate March/April 2019
- Risks High complexity, moderate to high exposure to risk
- Comcast fiber will require routing from mall electrical room to new service center via plastic inter duct in non-RMV tenant ceilings
- Comcast will require approval by Mall management and landlord
- Alternative would require trenching from utility line on street behind new Service Center location This would incur significant expense and may be difficult to perform during winter season

#### **Taunton RMV Service Center Move**

- No official move date Approximate June/July 2019 Lease is being negotiated
- Risks High complexity, moderate to high exposure to risk

**\*\*Mark Newton is leading point on the Printer and Scanner front, below is what he sent me but I need to follow up with him in greater detail. Thought I'd pass it along and we can discuss at our meeting this week\*\***

#### **Procure Lexmark Placard Printer for Medical Affairs Bureau (MAB)**

- Device (1) was scheduled to ship this week (confirming shipment with vendor/awaiting return communication)
- Install date may be scheduled as soon as possible after receipt
- Install the device, begin the proof of concept printing at the (MAB) business level
- Additional printers are readily available (30+ available in the channel) Lexmark indicates these models will be available for the next 3-6 months (or longer)
- Low risk profile

#### **Fujitsu FI-7160 Scanners, (Quantity=17) for the Suspensions team in the RMV Contact Center (QHQ)**

- In possession of quote from Idemia
- In shortest possible detail, the scanners are requested to address, modernize and secure the Bureau of Probation (or "BOP") list process and address the backlog Can also be easily used to address the Not the Same Person process, which currently suffers the same peril as the BOP list This may take some behind the scenes involvement on the IT side, as well as some cooperation with DCU
- Increase customer satisfaction, provide improved access to sensitive and timely documentation and increase the security of sensitive documents
- Reduce paper storage, reduce the need for the manual retrieval of documentation, reduce customer wait time and reduce customer return visits

**What follows, in significantly greater detail, is presented from Sherri L. Hannan, Program Coordinator III / Supervisor, CAB / Suspensions Contact Center, MassDOT/RMV**

**Ideally, each hearings officer and suspension clerk will have a scanner hardware, the DCU Datacap Navigator software, and the DCU Content Navigator software on his or her workstation. Each piece is required for the cycle to be successful.**

#### **Current Process:**

Currently, suspension clerks review a record as a driver calls in, and make the determination whether a driver needs to be added to the BOP list The clerk will inform the driver what documents are needed from the driver, and provide a fax number or address for receipt of the needed documents Once all documents are received, the typical waiting period is (14) business days for hearings officer review (though the backlog is currently several months) The clerk then collects all docs related to that particular driver, and adds the driver to the BOP list, which is currently a handwritten document in a series three-ring binder, containing personal information, a series of record checks, and all the documents supplied by the driver These include court records, driving records, photo id's and other sensitive information These binders are difficult to secure, through it is procedural to keep them locked up outside of typical business hours

A hearings officer will work the BOP list from the earliest date, pull the documents from the driver on the list, work the record, perform the record checks, hold the hearing, and file her batch work Though hearings officers in the branch are required to scan their batch work into Datacap Navigator, and file a physical copy, making available instantly to all of DCU, contact center hearings officers merely file their paper batch work to the DCU library, and have no further access to it This is an impediment to senior hearings officers for auditing purposes, continuing hearings on the same accounts, and general quality control and customer service matters

It should be noted that due to the current backlog, when a driver is calling after the (14) business days, the record has rarely been worked What happens is the suspension clerk puts the driver on hold, pulls the papers out of the BOP list binder, walks over to a hearings officer, hands the documents to the hearings officer, and waits next to the hearings officer while the hearings officer works the record, per the above This can take five minutes, or (25) minutes Sometimes longer

It's a process that snowballs the current backlog issue, puts us at risk of having personal information out and unsecured, keeps drivers on hold for exceptional periods of time, causes tension between hearings officers and suspension clerks, and keeps us all from performing our duties in real time

#### **Future State:**

My vision: Suspension clerk takes in a call from a driver The clerk sees that the driver needs to be placed on the BOP list The clerk advises the driver on what documents are needed in order to be placed on the list The driver sends in the docs via fax, etc The clerk takes in the docs, opens Datacap Navigator, selects the desired scan type (Suspension BOP Scan), accurately enters all information, and advises the driver of the (14) business day wait period

A hearings officer actively works the BOP list by date, and searches Content Navigator by date She will pull and print the relevant documents, work the record, hold the hearing, contact the driver with the decision, note the file appropriately, scan her batch work into Content Navigator, and send her physical batch work to the DCU library

#### **Regarding the backlog:**



A temp would be extremely helpful in scanning in the current BOP list into Datacap Navigator. There is no CORI material in the BOP list, so it is acceptable for a temp to assist. This would enable a hearings officer to access the BOP list from any workstation at any time. But we need the physical scanner, and the two software programs and logins to make this work first.

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**From:** Deveney, Erin (DOT)  
**Sent:** Thursday, January 03, 2019 1:01 PM  
**To:** Bedard, David (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Written is fine-feel free to use that time for something more productive. Thanks

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**From:** Bedard, David (DOT)  
**Sent:** Thursday, January 3, 2019 12:59 PM  
**To:** Deveney, Erin (DOT)  
**Subject:** RE: Registrar/IT Weekly Check in

Hello – I don't have any material updates for this week. Please let me know if you still want to talk or I can send out a written update. Thank you, Dave

-----Original Appointment-----  
**From:** Deveney, Erin (DOT)  
**Sent:** Wednesday, December 12, 2018 4:38 PM  
**To:** Deveney, Erin (DOT); Bedard, David (DOT)  
**Subject:** Registrar/IT Weekly Check in  
**When:** Friday, January 04, 2019 10:00 AM-10:30 AM (UTC-05:00) Eastern Time (US & Canada).  
**Where:** 10PP Suite 6620 or 888-390-2590 Code 5160085

**From:** [Rinella, Matthew \(DOT\)](#)  
**To:** [Uy, Lorraine \(DOT\)](#)  
**Cc:** [O'Leary, Paul \(DOT\)](#); [McSweeney, David \(DOT\)](#); [Bergman, Stuart \(DOT\)](#)  
**Subject:** FW: SharePoint 2007 Upgrade to SharePoint Online Phase II  
**Date:** Friday, May 03, 2019 9:31:39 AM  
**Attachments:** [Checked Out Files Report.xlsx](#)  
[Final Site Details- Batch 2.xlsx](#)

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Lorraine, please set up a meeting next week to discuss the below and what action we need to take. Do we need to shut the site down the day before and let people know?

Thank you.

Matthew Rinella  
Director of Accounting & Financial Reporting  
Massachusetts Department of Transportation  
Phone: (857)-368-9070  
Fax: (857)-368-0637

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**From:** Leccese, Douglas (DOT)  
**Sent:** Wednesday, May 01, 2019 4:31 PM  
**To:** Amato, John E. (DOT); Baldassaro, Bernard X. (DOT); Ball, Dawn (DOT); Barry, Germaine (DOT); Betts, William (DOT); Brandon, Lawrence (DOT); Breen, Marie (DOT); Brewer, Michael (DOT); Bristol, Susan (DOT); Brooks, James E. (DOT); Brown, Karen A. (DOT); Cadorette, John (DOT); Carter, Annemarie (DOT); Castro, Nady (DOT); Champlin, Tom (DOT); Chanthaboun, Sye (DOT); Cheney, Dana (DOT); Chetpelly, Naresh (DOT); Chirokas, David (DOT); Collaro-Surette, Cheryl (DOT); Cousin, Stephen G. (DOT); Cousins, Rosalee (DOT); Crochiere, Kenneth J. (DOT); Dinunzio, Rita (DOT); Dionne, Robert (DOT); DiOrio, Brian E. (DOT); DiPaolo, Thomas A. (DOT); DiPietro, Robert S. (DOT); Duverge, Raquel (DOT); Eagan, Alida (DOT); Faria, Kevin (DOT); Fernandes, Miguel (DOT); Ferringo, William (DOT); Foley, Karyn L. (DOT); Garbaczski, Paul (DOT); Giando, Robin R. (DOT); Grace, Augusto (DOT); Greene, Joel (DOT); Hamel, Roger J. (DOT); Hamwey, Scott (DOT); Hart, Lisa (DOT); Hayes, Meredith C. (DOT); Hughes, Carl (DOT); Hyland, John (DOT); Jean-Paul, Lesly (DOT); Jones, Gail (DOT); Kandel, Suman (DOT); Kane, Jennifer (DOT); Karthigesan, Jothie (DOT); Kelleher, Brian M. (DOT); Khanna, Rick (DOT); Knapp, David (DOT); Kofitsas, Kostas M. (DOT); Kolla, Narayana (DOT); Korsunsky, Julia (DOT); Lavallee, Paul (DOT); Lee, Donna M. (DOT); Lopes, Kevin (DOT); Lotti, Katherine (DOT); Lozada, John (DOT); Lyons, Maryellen (DOT); Makie, Joan (DOT); Martorana, Craig (DOT); McCollem, Steve (DOT); McGonagle, Dan (DOT); McLaughlin, Steve E. (DOT); Mirabella, Steve (DOT); Moore, William A. (DOT); Navarro, Tom (DOT); Nawrocki, Diane (DOT); Nelson, Jim (DOT); Newberry, Jesse (DOT); Newton, Mark (DOT); Olorunwunmi, Omotunde (DOT); O'Neil, Karen (DOT); O'Neill, Steven D. (DOT); Palavalsa, Kavitha (DOT); Paluses, Robert (DOT); Perduyn, Karen (DOT); Pomakis, Jim (DOT); Ramirez, Alwin T. (DOT); Richard, Jennifer L. (DOT); Riggins, Jerrell (DOT); Rigney, Joseph (DOT); Rinella, Matthew (DOT); Robida, James R. (DOT); Roddy, Samantha (DOT); Rosenberg, Harri (DOT); Sanchez, Miguel (DOT); Seavey, T. Chris (DOT); Shrader, Justin (DOT); Silbaugh, Owen (DOT); Silva, Victor (DOT); Silvernail, Paul (DOT); Sims, Andrew (DOT); Slack, Justin (DOT); Sobczynski, Gregory (DOT); Soma, Stephen (DOT); Spatafore, Michael (DOT); Spriggs, Nicole (DOT); Stowe, William (DOT); Kandel, Suman (DOT); Swan, Adam J. (DOT); Tagzine, Hichame (DOT); Tilley, James (DOT); Tobias, Maria (DOT); Tomkavage, Nicholas (DOT); Totakura, Pruthvi Kumar (DOT); Treanor, Christopher (DOT); Turner, Virginia (DOT); Ummadi, Ramakrishna (DOT); Uy, Lorraine (DOT); Valovcin, Darryl (DOT); Vaughn, Michelle (DOT); Warren, Aric (DOT); Withington, Mark (DOT); Witt, William (DOT); Yee, Bill (DOT); Young, Dana (DOT)  
**Cc:** Kandel, Suman (DOT); Jean-Paul, Lesly (DOT); Rosenberg, Harri (DOT); Newberry, Jesse (DOT); Newton, Mark (DOT); Witt, William (DOT); Ball, Dawn (DOT); Bedard, David (DOT); Tilley, James (DOT); Treanor, Christopher (DOT)  
**Subject:** SharePoint 2007 Upgrade to SharePoint Online Phase II

Hello SharePoint Users !

massDOT IT is currently upgrading the current SharePoint 2007 to a Microsoft SharePoint Online

O365 environment by the end of June 2019, since the current environment will no longer be supported by Microsoft.

We are trying to minimize the impact to all site owners, Internal and External users with this new upgrade, therefore this migration is part of a three phase approach for this upgrade. The first phase of the project is currently underway with Phase 1 site owners currently in the User Acceptance Testing (UAT) stage.

The next phase of the project is to reach out to the second batch of Site Owners. The Site Owners on this distribution list have been designated for Phase 2 migration of the project.

For Phase 2, we have begun initial copying of the data to SharePoint Online and UAT is set to begin on 5/21/2019.

***There are tasks that must be completed by the site owners prior to UAT testing to ensure there is minimal impact to users. They are:***

1. The first is to make sure there are no documents that have been **“Checked Out”**. If there are, the last saved version will be migrated over and any updates to **“Check Out”** documents will be lost. Please make sure that all **“Checked Out”** documents have been **“Checked In”**.
2. The second is to make sure that any Workflow Instances that are currently **“In process”** status have been completed or stopped.

***NOTE: During the UAT testing, the site owners would need to be available to test and verify that their site is functioning as expected starting on Tuesday, 5/21/2019 through Monday, 5/27/2019. If a primary admin is not available during this time, please provide a secondary admin resource name to contact.***

***During the final Phase 2 migration of SharePoint 2007, the existing sites will only have READ ONLY ACCESS on 5/28/2019. During this time if you require to update any document, please copy/download those documents from SharePoint 2007 to a location (Network/Local Drive) where you can edit them. After the UAT Testing and full migration is complete, users can then upload the documents to their SharePoint Sites.***

In future e-mails we will be reaching out to all site owners and will be following up and providing status of project, URL's for testing and tasks needed to be completed before UAT begins.

Attached are two documents, the first is a site details sheet where you can find information about your site. The second, is a spreadsheet containing **“Checked Out”** documents that need to be **“Checked In”**.

If you have any questions or concerns please do not hesitate to contact Suman Kandel or myself.

Thank you,

Doug

**Doug Leccese**

SR. Business Analyst

E: [Douglas.Leccese@dot.state.ma.us](mailto:Douglas.Leccese@dot.state.ma.us)

P: 1 (857) 368-9807 (office)



**From:** [Oracle Business Intelligence](#)  
**Subject:** DOT - Active (Open) Req Details  
**Date:** Friday, May 03, 2019 7:02:16 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [RMV Do Not Reply](#)  
**To:** [Macdonald, Alan \(DOT\)](#); [Michalik, Anne \(DOT\)](#); [Donaruma, AnnMarie \(DOT\)](#); [Goodman, Ben \(ATLAS\)](#); [Catania, Bill \(DOT\)](#); [Winkler, Brian \(ATLAS\)](#); [Mendez, Carolina \(DOT\)](#); [Paquette, Catherine \(DOT\)](#); [Miller, Chris \(ATLAS\)](#); [Ogilvie, Colleen \(DOT\)](#); [Steller, Corrine W. \(DOT\)](#); [Eaton, Debra \(DOT\)](#); [Sagi, Diwakar \(DOT\)](#); [Duffaut, Edvard \(DOT\)](#); [Sheehan, Erin \(DOT\)](#); [Daley, Gretchen \(DOT\)](#); [Dilisio, James \(DOT\)](#); [Valley, Joan \(DOT\)](#); [Hesse, John \(ATLAS\)](#); [Tatum, John \(ATLAS\)](#); [Orenberg, Joshua \(DOT\)](#); [Pedi, Karen \(DOT\)](#); [Costantino, Keith \(DOT\)](#); [Costantino, Keith \(DOT\)](#); [Canaan, Kenneth \(DOT\)](#); [Faria, Kevin \(DOT\)](#); [Klosek, Kevin \(DOT\)](#); [Gleason, Margaret \(ATLAS\)](#); [Tibma, Mary \(DOT\)](#); [Griffin, Mary Jo \(DOT\)](#); [Ariely, Michael \(DOT\)](#); [Flynn, Nathan \(ATLAS\)](#); [Robare, Robert \(DOT\)](#); [Lavole, Sara \(DOT\)](#); [Freeman, Scott \(DOT\)](#); [Evans, Steve \(DOT\)](#); [McCollem, Steve \(DOT\)](#); [Crispin, Susan \(DOT\)](#); [Chanthaboun, Sye \(DOT\)](#); [Armistead, Tedford \(DOT\)](#); [Lacey, TJ \(DOT\)](#); [Bowes, Tom \(DOT\)](#); [Martin, Zack \(DOT\)](#)  
**Subject:** Atlas Report: ATLAS Operation Summary Report - Report of key items that occurred in ATLAS for the day  
**Date:** Friday, May 03, 2019 12:47:18 AM  
**Attachments:** [1192321024.pdf](#)

---

Report Title: ATLAS Operation Summary Report  
Report Description: Report of key items that occurred in ATLAS for the day  
Processed On: 5/3/2019 12:47:08 AM  
Report Parameters:

Override Date: False  
High Date: 12/31/9999  
Report Date: 5/2/2019

**From:** [RMV Do Not Reply](#)  
**To:** [Macdonald, Alan \(DOT\)](#); [Michalik, Anne \(DOT\)](#); [Donaruma, AnnMarie \(DOT\)](#); [Goodman, Ben \(ATLAS\)](#); [Catania, Bill \(DOT\)](#); [Winkler, Brian \(ATLAS\)](#); [Mendez, Carolina \(DOT\)](#); [Paquette, Catherine \(DOT\)](#); [Miller, Chris \(ATLAS\)](#); [Ogilvie, Colleen \(DOT\)](#); [Steller, Corrine W. \(DOT\)](#); [Eaton, Debra \(DOT\)](#); [Sagi, Diwakar \(DOT\)](#); [Duffaut, Edvard \(DOT\)](#); [Sheehan, Erin \(DOT\)](#); [Daley, Gretchen \(DOT\)](#); [Dilisio, James \(DOT\)](#); [Valley, Joan \(DOT\)](#); [Hesse, John \(ATLAS\)](#); [Tatum, John \(ATLAS\)](#); [Orenberg, Joshua \(DOT\)](#); [Pedi, Karen \(DOT\)](#); [Costantino, Keith \(DOT\)](#); [Costantino, Keith \(DOT\)](#); [Canaan, Kenneth \(DOT\)](#); [Faria, Kevin \(DOT\)](#); [Klosek, Kevin \(DOT\)](#); [Gleason, Margaret \(ATLAS\)](#); [Tibma, Mary \(DOT\)](#); [Griffin, Mary Jo \(DOT\)](#); [Ariely, Michael \(DOT\)](#); [Flynn, Nathan \(ATLAS\)](#); [Robare, Robert \(DOT\)](#); [Lavole, Sara \(DOT\)](#); [Freeman, Scott \(DOT\)](#); [Evans, Steve \(DOT\)](#); [McCollem, Steve \(DOT\)](#); [Crispin, Susan \(DOT\)](#); [Chanthaboun, Sye \(DOT\)](#); [Armistead, Tedford \(DOT\)](#); [Lacey, TJ \(DOT\)](#); [Bowes, Tom \(DOT\)](#); [Martin, Zack \(DOT\)](#)  
**Subject:** Atlas Report: ATLAS Operation Summary Report - Report of key items that occurred in ATLAS for the day  
**Date:** Friday, May 03, 2019 12:47:17 AM  
**Attachments:** [1192321024.pdf](#)

---

Report Title: ATLAS Operation Summary Report  
Report Description: Report of key items that occurred in ATLAS for the day  
Processed On: 5/3/2019 12:47:08 AM  
Report Parameters:

Override Date: False  
High Date: 12/31/9999  
Report Date: 5/2/2019

**From:** [Eaton, Debra \(DOT\)](#)  
**To:** [Jarvis, Laurie \(DOT\)](#)  
**Subject:** RE: Coaching opportunity for frequent duplicate record creators  
**Date:** Thursday, May 02, 2019 3:04:23 PM

---

I agree.

Debra Eaton  
Assistant Director of Operations  
Merit Rating Board  
25 Newport Ave Extension, 2nd floor  
Quincy, MA 02171  
Phone 857-368-7617  
Fax 857-368-0806

-----Original Message-----

From: Jarvis, Laurie (DOT)  
Sent: Thursday, May 2, 2019 3:03 PM  
To: Eaton, Debra (DOT) <Debra.Eaton@dot.state.ma.us>  
Subject: RE: Coaching opportunity for frequent duplicate record creators

Would be good to know what the duplicates are so that we can have them merged.

Laurie Jarvis  
Program Coordinator II  
MassDOT MRB  
25 Newport Ave Ext, Quincy MA 02171  
#857-368-7603  
Fax #857-368-0806

-----Original Message-----

From: Eaton, Debra (DOT)  
Sent: Thursday, May 2, 2019 2:53 PM  
To: Jarvis, Laurie (DOT) <Laurie.Jarvis@dot.state.ma.us>  
Subject: FW: Coaching opportunity for frequent duplicate record creators

Debra Eaton  
Assistant Director of Operations  
Merit Rating Board  
25 Newport Ave Extension, 2nd floor  
Quincy, MA 02171  
Phone 857-368-7617  
Fax 857-368-0806

-----Original Message-----

From: Bowes, Tom (DOT)  
Sent: Thursday, April 25, 2019 4:12 PM  
To: Eaton, Debra (DOT) <Debra.Eaton@dot.state.ma.us>; Quan, Caroline (DOT) <Caroline.Quan@dot.state.ma.us>  
Subject: FW: Coaching opportunity for frequent duplicate record creators

Hi,



Please see the attached spreadsheet and training guide.  
We can discuss after you have reviewed.

Thanks,

Tom Bowes  
Director, Merit Rating Board  
25 Newport Ave Ext.  
Quincy, MA. 02171

Tel: 857-368-7601  
Fax: 857-368-0806

-----Original Message-----

From: Lavoie, Sara (DOT)  
Sent: Thursday, April 25, 2019 4:09 PM  
To: Canaan, Kenneth (DOT) <Kenneth.Canaan@dot.state.ma.us>; Crispin, Susan (DOT) <Susan.Crispin@dot.state.ma.us>; Evans, Steve (DOT) <Steve.Evans@dot.state.ma.us>; Falcon, Eric (DOT) <Eric.Falcon@dot.state.ma.us>; McCollem, Steve (DOT) <Steve.McCollem@dot.state.ma.us>; Michalik, Anne (DOT) <Anne.Michalik@dot.state.ma.us>; Bowes, Tom (DOT) <Tom.Bowes@dot.state.ma.us>; Williams, Christopher (DOT) <Christopher.Williams@dot.state.ma.us>; Pedi, Karen (DOT) <Karen.Pedi@dot.state.ma.us>; Costantino, Keith (DOT) <Keith.Costantino@dot.state.ma.us>; Klosek, Kevin (DOT) <Kevin.Klosek@dot.state.ma.us>; Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Robare, Robert (DOT) <Robert.Robare@dot.state.ma.us>  
Cc: Collaro-Surette, Cheryl (DOT) <Cheryl.Collaro-Surette@dot.state.ma.us>; Caron, Beth (DOT) <Beth.Caron@dot.state.ma.us>  
Subject: Coaching opportunity for frequent duplicate record creators

Dear Colleagues,

As you know, duplicate customer records pose a challenge from both an ATLAS system and a public safety perspective. While work in Quincy is ongoing to perform the requisite merges and keep customer violations and sanctions intact, a query was done that showed us the ATLAS users who have created duplicate records with same name and DOB since March 26, 2018. I am asking that you use the attached document to ensure that any of your team members identified on the list are using proper search techniques within ATLAS.

I have included only the users who have created 10 or more duplicate records since R1. For Service Center staff, I am attaching a recent training update. It is attached because we think some of the duplicates created in the field may be the result of a pre-staging. Reducing the number of duplicates will also help reduce the number of customers who are scrutinized each day in our facial recognition processing.

I recognize that I am not familiar with each business area represented on the attached list, and how those areas may end up generating duplicates, but I am happy to help locate any information to cease the problem at the source.

Thank you for your attention to this issue.

Sara

Sara Lavoie  
Director of Enforcement Services

**From:** [Jarvis, Laurie \(DOT\)](#)  
**To:** [Eaton, Debra \(DOT\)](#)  
**Subject:** RE: Coaching opportunity for frequent duplicate record creators  
**Date:** Thursday, May 02, 2019 3:03:00 PM

---

Would be good to know what the duplicates are so that we can have them merged.

Laurie Jarvis  
Program Coordinator II  
MassDOT MRB  
25 Newport Ave Ext, Quincy MA 02171  
#857-368-7603  
Fax #857-368-0806

-----Original Message-----

From: Eaton, Debra (DOT)  
Sent: Thursday, May 2, 2019 2:53 PM  
To: Jarvis, Laurie (DOT) <Laurie.Jarvis@dot.state.ma.us>  
Subject: FW: Coaching opportunity for frequent duplicate record creators

Debra Eaton  
Assistant Director of Operations  
Merit Rating Board  
25 Newport Ave Extension, 2nd floor  
Quincy, MA 02171  
Phone 857-368-7617  
Fax 857-368-0806

-----Original Message-----

From: Bowes, Tom (DOT)  
Sent: Thursday, April 25, 2019 4:12 PM  
To: Eaton, Debra (DOT) <Debra.Eaton@dot.state.ma.us>; Quan, Caroline (DOT) <Caroline.Quan@dot.state.ma.us>  
Subject: FW: Coaching opportunity for frequent duplicate record creators

Hi,

Please see the attached spreadsheet and training guide.  
We can discuss after you have reviewed.

Thanks,

Tom Bowes  
Director, Merit Rating Board  
25 Newport Ave Ext.  
Quincy, MA. 02171

Tel: 857-368-7601  
Fax: 857-368-0806

-----Original Message-----

From: Lavoie, Sara (DOT)  
Sent: Thursday, April 25, 2019 4:09 PM

To: Canaan, Kenneth (DOT) <Kenneth.Canaan@dot.state.ma.us>; Crispin, Susan (DOT) <Susan.Crispin@dot.state.ma.us>; Evans, Steve (DOT) <Steve.Evans@dot.state.ma.us>; Falcon, Eric (DOT) <Eric.Falcon@dot.state.ma.us>; McCollem, Steve (DOT) <Steve.McCollem@dot.state.ma.us>; Michalik, Anne (DOT) <Anne.Michalik@dot.state.ma.us>; Bowes, Tom (DOT) <Tom.Bowes@dot.state.ma.us>; Williams, Christopher (DOT) <Christopher.Williams@dot.state.ma.us>; Pedi, Karen (DOT) <Karen.Pedi@dot.state.ma.us>; Costantino, Keith (DOT) <Keith.Costantino@dot.state.ma.us>; Klosek, Kevin (DOT) <Kevin.Klosek@dot.state.ma.us>; Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Robare, Robert (DOT) <Robert.Robare@dot.state.ma.us>  
Cc: Collaro-Surrette, Cheryl (DOT) <Cheryl.Collaro-Surrette@dot.state.ma.us>; Caron, Beth (DOT) <Beth.Caron@dot.state.ma.us>  
Subject: Coaching opportunity for frequent duplicate record creators

Dear Colleagues,

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Sara

Sara Lavoie  
Director of Enforcement Services

**From:** [Eaton, Debra \(DOT\)](#)  
**To:** [Jarvis, Laurie \(DOT\)](#)  
**Subject:** FW: Coaching opportunity for frequent duplicate record creators  
**Date:** Thursday, May 02, 2019 2:53:16 PM  
**Attachments:** [DuplicateCoachingOpportunity.xlsx](#)  
[Avoiding Duplicate Customer Records.pdf](#)

---

Debra Eaton  
Assistant Director of Operations  
Merit Rating Board  
25 Newport Ave Extension, 2nd floor  
Quincy, MA 02171  
Phone 857-368-7617  
Fax 857-368-0806

-----Original Message-----

**From:** Bowes, Tom (DOT)  
**Sent:** Thursday, April 25, 2019 4:12 PM  
**To:** Eaton, Debra (DOT) <Debra.Eaton@dot.state.ma.us>; Quan, Caroline (DOT) <Caroline.Quan@dot.state.ma.us>  
**Subject:** FW: Coaching opportunity for frequent duplicate record creators

Hi,

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Tom Bowes  
Director, Merit Rating Board  
25 Newport Ave Ext.  
Quincy, MA. 02171

Tel: 857-368-7601  
Fax: 857-368-0806

-----Original Message-----

**From:** Lavoie, Sara (DOT)  
**Sent:** Thursday, April 25, 2019 4:09 PM  
**To:** Canaan, Kenneth (DOT) <Kenneth.Canaan@dot.state.ma.us>; Crispin, Susan (DOT) <Susan.Crispin@dot.state.ma.us>; Evans, Steve (DOT) <Steve.Evans@dot.state.ma.us>; Falcon, Eric (DOT) <Eric.Falcon@dot.state.ma.us>; McCollem, Steve (DOT) <Steve.McCollem@dot.state.ma.us>; Michalik, Anne (DOT) <Anne.Michalik@dot.state.ma.us>; Bowes, Tom (DOT) <Tom.Bowes@dot.state.ma.us>; Williams, Christopher (DOT) <Christopher.Williams@dot.state.ma.us>; Pedi, Karen (DOT) <Karen.Pedi@dot.state.ma.us>; Costantino, Keith (DOT) <Keith.Costantino@dot.state.ma.us>; Klosek, Kevin (DOT) <Kevin.Klosek@dot.state.ma.us>; Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Robare, Robert (DOT) <Robert.Robare@dot.state.ma.us>  
**Cc:** Collaro-Surrette, Cheryl (DOT) <Cheryl.Collaro-Surrette@dot.state.ma.us>; Caron, Beth (DOT) <Beth.Caron@dot.state.ma.us>  
**Subject:** Coaching opportunity for frequent duplicate record creators

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Sara

Sara Lavoie  
Director of Enforcement Services

**From:** [Faria, Kevin \(DOT\)](#)  
**To:** [Foley, Karyn L. \(DOT\)](#); [Hagan, Kristen \(DOT\)](#)  
**Subject:** FW: State AGencies  
**Date:** Thursday, May 02, 2019 12:05:06 PM  
**Attachments:** [R2 Internal-External Departments for Security Access.xlsx](#)

---

Attachment this time

---

**From:** Foley, Karyn L. (DOT)  
**Sent:** Tuesday, February 12, 2019 10:04 AM  
**To:** Faria, Kevin (DOT) <Kevin.Faria@dot.state.ma.us>  
**Subject:** State AGencies

*Hi Kevin, I think you were looking for a list of State Agencies. See Attached. Thanks. Karyn*

**From:** [Betts, William \(DOT\)](#)  
**To:** [Kofitsas, Kostas M. \(DOT\)](#); [Moran, John M. \(DOT\)](#)  
**Subject:** FW: SharePoint 2007 Upgrade to SharePoint Online Phase II  
**Date:** Thursday, May 02, 2019 11:24:53 AM  
**Attachments:** [Checked Out Files Report.xlsx](#)  
[Final Site Details- Batch 2.xlsx](#)

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Fellas: IT is moving sharepoint sites around again. We have a ProjectInfo PMO site that we haven't used in a long time. See if you can get into it and have an interest in reviving it so we have a place to store Highway Division projectinfo enhancement related documents, wishlists, etc. If you can't get in I will follow up with IT.

<http://sps/PMO1/default.aspx>

**Bill Betts**  
Highway Division Project Management Office  
MassDOT, 10 Park Plaza  
Office (857) 368-9142

---

**From:** Leccese, Douglas (DOT)  
**Sent:** Wednesday, May 01, 2019 4:31 PM  
**To:** Amato, John E. (DOT) <John.Amato@dot.state.ma.us>; Baldassaro, Bernard X. (DOT) <Bernard.Baldassaro@dot.state.ma.us>; Ball, Dawn (DOT) <Dawn.Ball@dot.state.ma.us>; Barry, Germaine (DOT) <Germaine.Barry@dot.state.ma.us>; Betts, William (DOT) <William.T.Betts@dot.state.ma.us>; Brandon, Lawrence (DOT) <Lawrence.Brandon@dot.state.ma.us>; Breen, Marie (DOT) <Marie.Breen@dot.state.ma.us>; Brewer, Michael (DOT) <Michael.Brewer@dot.state.ma.us>; Bristol, Susan (DOT) <Susan.Bristol@dot.state.ma.us>; Brooks, James E. (DOT) <James.E.Brooks@dot.state.ma.us>; Brown, Karen A. (DOT) <Karen.A.Brown@dot.state.ma.us>; Cadorette, John (DOT) <John.Cadorette@dot.state.ma.us>; Carter, Annemarie (DOT) <Annemarie.Carter@dot.state.ma.us>; Castro, Nady (DOT) <Nady.K.Castro@dot.state.ma.us>; Champlin, Tom (DOT) <Tom.Champlin@MassMail.State.MA.US>; Chanthaboun, Sye (DOT) <Sye.Chanthaboun@dot.state.ma.us>; Cheney, Dana (DOT) <Dana.Cheney@dot.state.ma.us>; Chetpelly, Naresh (DOT) <Naresh.Chetpelly@dot.state.ma.us>; Chirokas, David (DOT) <David.Chirokas@dot.state.ma.us>; Collaro-Surrette, Cheryl (DOT) <Cheryl.Collaro-Surrette@dot.state.ma.us>; Cousin, Stephen G. (DOT) <Stephen.G.Cousin@dot.state.ma.us>; Cousins, Rosalee (DOT) <Rosalee.Cousins@dot.state.ma.us>; Crochiere, Kenneth J. (DOT) <Kenneth.Crochiere@dot.state.ma.us>; Dinunzio, Rita (DOT) <Rita.Dinunzio@dot.state.ma.us>; Dionne, Robert (DOT) <Robert.Dionne@dot.state.ma.us>; DiOrio, Brian E. (DOT) <Brian.DiOrio@dot.state.ma.us>; DiPaolo, Thomas A. (DOT) <Thomas.DiPaolo@dot.state.ma.us>; DiPietro, Robert S. (DOT) <Robert.DiPietro@dot.state.ma.us>; Duverge, Raquel (DOT) <Raquel.Duverge@dot.state.ma.us>; Eagan, Alida (DOT) <Alida.Eagan@dot.state.ma.us>; Faria, Kevin (DOT) <Kevin.Faria@dot.state.ma.us>; Fernandes, Miguel (DOT) <Miguel.Fernandes@dot.state.ma.us>; Ferringo, William (DOT) <William.Ferringo@dot.state.ma.us>; Foley, Karyn L. (DOT) <Karyn.Foley@dot.state.ma.us>; Garbaczski, Paul (DOT) <Paul.Garbaczski@dot.state.ma.us>; Giando, Robin R. (DOT) <Robin.Giando@dot.state.ma.us>; Grace, Augusto (DOT) <Augusto.Grace@dot.state.ma.us>; Greene, Joel (DOT) <Joel.Greene@dot.state.ma.us>; Hamel, Roger J. (DOT)

<Roger.Hamel@dot.state.ma.us>; Hamwey, Scott (DOT) <Scott.Hamwey@dot.state.ma.us>; Hart, Lisa (DOT) <Lisa.Hart@dot.state.ma.us>; Hayes, Meredith C. (DOT) <Meredith.C.Hayes@dot.state.ma.us>; Hughes, Carl (DOT) <Carl.M.Hughes@dot.state.ma.us>; Hyland, John (DOT) <John.Hyland@dot.state.ma.us>; Jean-Paul, Lesly (DOT) <Lesly.Jean-Paul@dot.state.ma.us>; Jones, Gail (DOT) <Gail.Jones@dot.state.ma.us>; Kandel, Suman (DOT) <Suman.Kandel@dot.state.ma.us>; Kane, Jennifer (DOT) <Jennifer.Kane@dot.state.ma.us>; Karthigesan, Jothie (DOT) <Jothie.Karthigesan@dot.state.ma.us>; Kelleher, Brian M. (DOT) <Brian.Kelleher@dot.state.ma.us>; Khanna, Rick (DOT) <Rick.Khanna@dot.state.ma.us>; Knapp, David (DOT) <David.Knapp@dot.state.ma.us>; Kofitsas, Kostas M. (DOT) <Kostas.Kofitsas@dot.state.ma.us>; Kolla, Narayana (DOT) <Narayana.Kolla@dot.state.ma.us>; Korsunsky, Julia (DOT) <Julia.Korsunsky@dot.state.ma.us>; Lavallee, Paul (DOT) <Paul.Lavallee@dot.state.ma.us>; Lee, Donna M. (DOT) <Donna.Lee@dot.state.ma.us>; Lopes, Kevin (DOT) <Kevin.Lopes@dot.state.ma.us>; Lotti, Katherine (DOT) <Katherine.Lotti@dot.state.ma.us>; Lozada, John (DOT) <John.Lozada@dot.state.ma.us>; Lyons, Maryellen (DOT) <Maryellen.Lyons@dot.state.ma.us>; Makie, Joan (DOT) <Joan.Makie@dot.state.ma.us>; Martorana, Craig (DOT) <Craig.Martorana@dot.state.ma.us>; McCollem, Steve (DOT) <Steve.McCollem@dot.state.ma.us>; McGonagle, Dan (DOT) <Dan.McGonagle@dot.state.ma.us>; McLaughlin, Steve E. (DOT) <Steve.McLaughlin@dot.state.ma.us>; Mirabella, Steve (DOT) <Steve.Mirabella@dot.state.ma.us>; Moore, William A. (DOT) <William.Moore@dot.state.ma.us>; Navarro, Tom (DOT) <Tom.Navarro@dot.state.ma.us>; Nawrocki, Diane (DOT) <Diane.Nawrocki@dot.state.ma.us>; Nelson, Jim (DOT) <Jim.Nelson@dot.state.ma.us>; Newberry, Jesse (DOT) <Jesse.Newberry@dot.state.ma.us>; Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>; Olorunwunmi, Omotunde (DOT) <Omotunde.Olorunwunmi@dot.state.ma.us>; O'Neil, Karen (DOT) <Karen.ONeil@dot.state.ma.us>; O'Neill, Steven D. (DOT) <Steven.D.ONeill@dot.state.ma.us>; Palavalsa, Kavitha (DOT) <Kavitha.Palavalsa@dot.state.ma.us>; Paluses, Robert (DOT) <Robert.Paluses@dot.state.ma.us>; Perduyn, Karen (DOT) <Karen.Perduyn@dot.state.ma.us>; Pomakis, Jim (DOT) <Jim.Pomakis@dot.state.ma.us>; Ramirez, Alwin T. (DOT) <Alwin.Ramirez@dot.state.ma.us>; Richard, Jennifer L. (DOT) <Jennifer.Richard@dot.state.ma.us>; Riggins, Jerrell (DOT) <Jerrell.Riggins@dot.state.ma.us>; Rigney, Joseph (DOT) <Joseph.Rigney@dot.state.ma.us>; Rinella, Matthew (DOT) <Matthew.Rinella@dot.state.ma.us>; Robida, James R. (DOT) <James.Robida@dot.state.ma.us>; Roddy, Samantha (DOT) <Samantha.Roddy@dot.state.ma.us>; Rosenberg, Harri (DOT) <harri.rosenberg@dot.state.ma.us>; Sanchez, Miguel (DOT) <Miguel.Sanchez@dot.state.ma.us>; Seavey, T. Chris (DOT) <Chris.T.Seavey@dot.state.ma.us>; Shrader, Justin (DOT) <Justin.Shrader@dot.state.ma.us>; Silbaugh, Owen (DOT) <Owen.Silbaugh@dot.state.ma.us>; Silva, Victor (DOT) <Victor.Silva@dot.state.ma.us>; Silvernail, Paul (DOT) <Paul.R.Silvernail@dot.state.ma.us>; Sims, Andrew (DOT) <Andrew.Sims@dot.state.ma.us>; Slack, Justin (DOT) <Justin.Slack@dot.state.ma.us>; Sobczynski, Gregory (DOT) <Gregory.Sobczynski@dot.state.ma.us>; Soma, Stephen (DOT) <Stephen.Soma@dot.state.ma.us>; Spatafore, Michael (DOT) <Michael.Spatafore@dot.state.ma.us>; Spriggs, Nicole (DOT) <Nicole.Spriggs@dot.state.ma.us>; Stowe, William (DOT) <William.Stowe@dot.state.ma.us>; Kandel, Suman (DOT) <Suman.Kandel@dot.state.ma.us>; Swan, Adam J. (DOT) <Adam.Swan@dot.state.ma.us>; Tagzine, Hichame (DOT) <Hichame.Tagzine@dot.state.ma.us>; Tilley, James (DOT) <James.Tilley@dot.state.ma.us>; Tobias, Maria (DOT) <Maria.Tobias@dot.state.ma.us>; Tomkavage,



Nicholas (DOT) <Nicholas.Tomkavage@dot.state.ma.us>; Totakura, Pruthvi Kumar (DOT) <PruthviKumar.Totakura@dot.state.ma.us>; Treanor, Christopher (DOT) <Christopher.Treanor@dot.state.ma.us>; Turner, Virginia (DOT) <Virginia.Turner@dot.state.ma.us>; Ummadi, Ramakrishna (DOT) <Ramakrishna.Ummadi@dot.state.ma.us>; Uy, Lorraine (DOT) <Lorraine.Uy@dot.state.ma.us>; Valovcin, Darryl (DOT) <Darryl.Valovcin@dot.state.ma.us>; Vaughn, Michelle (DOT) <Michelle.Vaughn@dot.state.ma.us>; Warren, Aric (DOT) <Aric.Warren@dot.state.ma.us>; Withington, Mark (DOT) <Mark.Withington@dot.state.ma.us>; Witt, William (DOT) <William.Witt@dot.state.ma.us>; Yee, Bill (DOT) <Bill.Yee@dot.state.ma.us>; Young, Dana (DOT) <Dana.Young@dot.state.ma.us>

**Cc:** Kandel, Suman (DOT) <Suman.Kandel@dot.state.ma.us>; Jean-Paul, Lesly (DOT) <Lesly.Jean-Paul@dot.state.ma.us>; Rosenberg, Harri (DOT) <harri.rosenberg@dot.state.ma.us>; Newberry, Jesse (DOT) <Jesse.Newberry@dot.state.ma.us>; Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>; Witt, William (DOT) <William.Witt@dot.state.ma.us>; Ball, Dawn (DOT) <Dawn.Ball@dot.state.ma.us>; Bedard, David (DOT) <David.Bedard@dot.state.ma.us>; Tilley, James (DOT) <James.Tilley@dot.state.ma.us>; Treanor, Christopher (DOT) <Christopher.Treanor@dot.state.ma.us>

**Subject:** SharePoint 2007 Upgrade to SharePoint Online Phase II

Hello SharePoint Users !

massDOT IT is currently upgrading the current SharePoint 2007 to a Microsoft SharePoint Online O365 environment by the end of June 2019, since the current environment will no longer be supported by Microsoft.

We are trying to minimize the impact to all site owners, Internal and External users with this new upgrade, therefore this migration is part of a three phase approach for this upgrade. The first phase of the project is currently underway with Phase 1 site owners currently in the User Acceptance Testing (UAT) stage.

The next phase of the project is to reach out to the second batch of Site Owners. The Site Owners on this distribution list have been designated for Phase 2 migration of the project.

For Phase 2, we have begun initial copying of the data to SharePoint Online and UAT is set to begin on 5/21/2019.

***There are tasks that must be completed by the site owners prior to UAT testing to ensure there is minimal impact to users. They are:***

1. The first is to make sure there are no documents that have been **“Checked Out”**. If there are, the last saved version will be migrated over and any updates to **“Check Out”** documents will be lost. Please make sure that all **“Checked Out”** documents have been **“Checked In”**.
2. The second is to make sure that any Workflow Instances that are currently **“In process”** status have been completed or stopped.

***NOTE: During the UAT testing, the site owners would need to be available to test and verify that***

**their site is functioning as expected starting on Tuesday, 5/21/2019 through Monday, 5/27/2019 . If a primary admin is not available during this time, please provide a secondary admin resource name to contact.**

**During the final Phase 2 migration of SharePoint 2007, the existing sites will only have READ ONLY ACCESS on 5/28/2019. During this time if you require to update any document, please copy/download those documents from SharePoint 2007 to a location (Network/Local Drive) where you can edit them. After the UAT Testing and full migration is complete, users can then upload the documents to their SharePoint Sites.**

In future e-mails we will be reaching out to all site owners and will be following up and providing status of project, URL's for testing and tasks needed to be completed before UAT begins.

Attached are two documents, the first is a site details sheet where you can find information about your site. The second, is a spreadsheet containing **"Checked Out"** documents that need to be **"Checked In"**.

If you have any questions or concerns please do not hesitate to contact Suman Kandel or myself.

Thank you,

Doug

**Doug Leccese**

SR. Business Analyst

E: [Douglas.Leccese@dot.state.ma.us](mailto:Douglas.Leccese@dot.state.ma.us)

P: 1 (857) 368-9807 (office)



**From:** [Tramonte, David \(Guidehouse\)](#)  
**To:** [Tagzine, Hichame \(DOT\)](#)  
**Cc:** [Richard, Hunter \(Guidehouse\)](#); [Bandoian, Austin \(DOT\)](#)  
**Subject:** Recovery Capability Document Review  
**Date:** Thursday, May 02, 2019 11:18:53 AM  
**Attachments:** [MassDOT Recovery Capability Document and Criticality Tiers\\_05.02.19.xlsx](#)

---

Hi Hichame,

Thanks for meeting with us a moment ago. Attached is our latest recovery capability document. We ask if you can please review the applications that you are familiar with and give feedback addressing the following areas:

- Does the information in the comments accurately describe the application?
- Is the information describing the application's RTO and RPO capabilities accurate?
- We assume that all of the applications included in the 'Internal' tab are only fully built out in one location (i.e., not fully redundant). Can you confirm whether this is correct, or if there are any exceptions to this?
- Is the application backed up more frequently than daily (i.e., backed up in real time)?
- Is the application included in the correct tab? Definitions for each grouping (e.g., Internal, Hybrid, etc.) are included in the 'Instructions' tab.

If you could send us your comments by EOD tomorrow, it would be much appreciated.

Thank you,  
Dave

**Dave Tramonte**  
Consultant, Guidehouse

MassDOT Business Impact Analysis Project  
10 Park Plaza, Suite 8350  
Boston, MA 02116  
781-367-2709

**From:** [Betts, William \(DOT\)](#)  
**To:** [McGrath, Michael A \(Construction\) \(DOT\)](#)  
**Subject:** I-90 Sharepoint site  
**Date:** Thursday, May 02, 2019 11:18:40 AM  
**Attachments:** [Copy of Final Site Details- Batch 2.xlsx](#)

---

Hi Mike,

IT is upgrading the Sharepoint sites. I am still listed as the Administrator of the Sharepoint site for the I-90 Tunnel Remediation project (see attached).

IT says:

1. We can delete the site with the data if you don't need it anymore.
2. They can just move the data without testing. This is on the archive portal.
3. If you think we might need the data in the future, they ask us to verify that all of the data is in the new SharePoint once they move it.

Please let me know what you would like to do and if you have someone else in mind to be Administrator. I haven't looked at the site in 7+ years.

**Bill Betts**  
Highway Division Project Management Office  
MassDOT, 10 Park Plaza  
Office (857) 368-9142

---

**From:** Leccese, Douglas (DOT)  
**Sent:** Wednesday, May 01, 2019 4:31 PM  
**To:** Amato, John E. (DOT) <[John.Amato@dot.state.ma.us](mailto:John.Amato@dot.state.ma.us)>; Baldassaro, Bernard X. (DOT) <[Bernard.Baldassaro@dot.state.ma.us](mailto:Bernard.Baldassaro@dot.state.ma.us)>; Ball, Dawn (DOT) <[Dawn.Ball@dot.state.ma.us](mailto:Dawn.Ball@dot.state.ma.us)>; Barry, Germaine (DOT) <[Germaine.Barry@dot.state.ma.us](mailto:Germaine.Barry@dot.state.ma.us)>; Betts, William (DOT) <[William.T.Betts@dot.state.ma.us](mailto:William.T.Betts@dot.state.ma.us)>; Brandon, Lawrence (DOT) <[Lawrence.Brandon@dot.state.ma.us](mailto:Lawrence.Brandon@dot.state.ma.us)>; Breen, Marie (DOT) <[Marie.Breen@dot.state.ma.us](mailto:Marie.Breen@dot.state.ma.us)>; Brewer, Michael (DOT) <[Michael.Brewer@dot.state.ma.us](mailto:Michael.Brewer@dot.state.ma.us)>; Bristol, Susan (DOT) <[Susan.Bristol@dot.state.ma.us](mailto:Susan.Bristol@dot.state.ma.us)>; Brooks, James E. (DOT) <[James.E.Brooks@dot.state.ma.us](mailto:James.E.Brooks@dot.state.ma.us)>; Brown, Karen A. (DOT) <[Karen.A.Brown@dot.state.ma.us](mailto:Karen.A.Brown@dot.state.ma.us)>; Cadorette, John (DOT) <[John.Cadorette@dot.state.ma.us](mailto:John.Cadorette@dot.state.ma.us)>; Carter, Annemarie (DOT) <[Annemarie.Carter@dot.state.ma.us](mailto:Annemarie.Carter@dot.state.ma.us)>; Castro, Nady (DOT) <[Nady.K.Castro@dot.state.ma.us](mailto:Nady.K.Castro@dot.state.ma.us)>; Champlin, Tom (DOT) <[Tom.Champlin@MassMail.State.MA.US](mailto:Tom.Champlin@MassMail.State.MA.US)>; Chanthaboun, Sye (DOT) <[Sye.Chanthaboun@dot.state.ma.us](mailto:Sye.Chanthaboun@dot.state.ma.us)>; Cheney, Dana (DOT) <[Dana.Cheney@dot.state.ma.us](mailto:Dana.Cheney@dot.state.ma.us)>; Chetpelly, Naresh (DOT) <[Naresh.Chetpelly@dot.state.ma.us](mailto:Naresh.Chetpelly@dot.state.ma.us)>; Chirokas, David (DOT) <[David.Chirokas@dot.state.ma.us](mailto:David.Chirokas@dot.state.ma.us)>; Collaro-Surrette, Cheryl (DOT) <[Cheryl.Collaro-Surrette@dot.state.ma.us](mailto:Cheryl.Collaro-Surrette@dot.state.ma.us)>; Cousin, Stephen G. (DOT) <[Stephen.G.Cousin@dot.state.ma.us](mailto:Stephen.G.Cousin@dot.state.ma.us)>; Cousins, Rosalee (DOT) <[Rosalee.Cousins@dot.state.ma.us](mailto:Rosalee.Cousins@dot.state.ma.us)>; Crochiere, Kenneth J. (DOT) <[Kenneth.Crochiere@dot.state.ma.us](mailto:Kenneth.Crochiere@dot.state.ma.us)>; Dinunzio, Rita (DOT) <[Rita.Dinunzio@dot.state.ma.us](mailto:Rita.Dinunzio@dot.state.ma.us)>; Dionne, Robert (DOT) <[Robert.Dionne@dot.state.ma.us](mailto:Robert.Dionne@dot.state.ma.us)>; DiOrio, Brian E. (DOT) <[Brian.DiOrio@dot.state.ma.us](mailto:Brian.DiOrio@dot.state.ma.us)>; DiPaolo, Thomas A. (DOT) <[Thomas.DiPaolo@dot.state.ma.us](mailto:Thomas.DiPaolo@dot.state.ma.us)>;

DiPietro, Robert S. (DOT) <[Robert.DiPietro@dot.state.ma.us](mailto:Robert.DiPietro@dot.state.ma.us)>; Duverge, Raquel (DOT) <[Raquel.Duverge@dot.state.ma.us](mailto:Raquel.Duverge@dot.state.ma.us)>; Eagan, Alida (DOT) <[Alida.Eagan@dot.state.ma.us](mailto:Alida.Eagan@dot.state.ma.us)>; Faria, Kevin (DOT) <[Kevin.Faria@dot.state.ma.us](mailto:Kevin.Faria@dot.state.ma.us)>; Fernandes, Miguel (DOT) <[Miguel.Fernandes@dot.state.ma.us](mailto:Miguel.Fernandes@dot.state.ma.us)>; Ferringo, William (DOT) <[William.Ferringo@dot.state.ma.us](mailto:William.Ferringo@dot.state.ma.us)>; Foley, Karyn L. (DOT) <[Karyn.Foley@dot.state.ma.us](mailto:Karyn.Foley@dot.state.ma.us)>; Garbaczski, Paul (DOT) <[Paul.Garbaczski@dot.state.ma.us](mailto:Paul.Garbaczski@dot.state.ma.us)>; Giando, Robin R. (DOT) <[Robin.Giando@dot.state.ma.us](mailto:Robin.Giando@dot.state.ma.us)>; Grace, Augusto (DOT) <[Augusto.Grace@dot.state.ma.us](mailto:Augusto.Grace@dot.state.ma.us)>; Greene, Joel (DOT) <[Joel.Greene@dot.state.ma.us](mailto:Joel.Greene@dot.state.ma.us)>; Hamel, Roger J. (DOT) <[Roger.Hamel@dot.state.ma.us](mailto:Roger.Hamel@dot.state.ma.us)>; Hamwey, Scott (DOT) <[Scott.Hamwey@dot.state.ma.us](mailto:Scott.Hamwey@dot.state.ma.us)>; Hart, Lisa (DOT) <[Lisa.Hart@dot.state.ma.us](mailto:Lisa.Hart@dot.state.ma.us)>; Hayes, Meredith C. (DOT) <[Meredith.C.Hayes@dot.state.ma.us](mailto:Meredith.C.Hayes@dot.state.ma.us)>; Hughes, Carl (DOT) <[Carl.M.Hughes@dot.state.ma.us](mailto:Carl.M.Hughes@dot.state.ma.us)>; Hyland, John (DOT) <[John.Hyland@dot.state.ma.us](mailto:John.Hyland@dot.state.ma.us)>; Jean-Paul, Lesly (DOT) <[Lesly.Jean-Paul@dot.state.ma.us](mailto:Lesly.Jean-Paul@dot.state.ma.us)>; Jones, Gail (DOT) <[Gail.Jones@dot.state.ma.us](mailto:Gail.Jones@dot.state.ma.us)>; Kandel, Suman (DOT) <[Suman.Kandel@dot.state.ma.us](mailto:Suman.Kandel@dot.state.ma.us)>; Kane, Jennifer (DOT) <[Jennifer.Kane@dot.state.ma.us](mailto:Jennifer.Kane@dot.state.ma.us)>; Karthigesan, Jothie (DOT) <[Jothie.Karthigesan@dot.state.ma.us](mailto:Jothie.Karthigesan@dot.state.ma.us)>; Kelleher, Brian M. (DOT) <[Brian.Kelleher@dot.state.ma.us](mailto:Brian.Kelleher@dot.state.ma.us)>; Khanna, Rick (DOT) <[Rick.Khanna@dot.state.ma.us](mailto:Rick.Khanna@dot.state.ma.us)>; Knapp, David (DOT) <[David.Knapp@dot.state.ma.us](mailto:David.Knapp@dot.state.ma.us)>; Kofitsas, Kostas M. (DOT) <[Kostas.Kofitsas@dot.state.ma.us](mailto:Kostas.Kofitsas@dot.state.ma.us)>; Kolla, Narayana (DOT) <[Narayana.Kolla@dot.state.ma.us](mailto:Narayana.Kolla@dot.state.ma.us)>; Korsunsky, Julia (DOT) <[Julia.Korsunsky@dot.state.ma.us](mailto:Julia.Korsunsky@dot.state.ma.us)>; Lavallee, Paul (DOT) <[Paul.Lavallee@dot.state.ma.us](mailto:Paul.Lavallee@dot.state.ma.us)>; Lee, Donna M. (DOT) <[Donna.Lee@dot.state.ma.us](mailto:Donna.Lee@dot.state.ma.us)>; Lopes, Kevin (DOT) <[Kevin.Lopes@dot.state.ma.us](mailto:Kevin.Lopes@dot.state.ma.us)>; Lotti, Katherine (DOT) <[Katherine.Lotti@dot.state.ma.us](mailto:Katherine.Lotti@dot.state.ma.us)>; Lozada, John (DOT) <[John.Lozada@dot.state.ma.us](mailto:John.Lozada@dot.state.ma.us)>; Lyons, Maryellen (DOT) <[Maryellen.Lyons@dot.state.ma.us](mailto:Maryellen.Lyons@dot.state.ma.us)>; Makie, Joan (DOT) <[Joan.Makie@dot.state.ma.us](mailto:Joan.Makie@dot.state.ma.us)>; Martorana, Craig (DOT) <[Craig.Martorana@dot.state.ma.us](mailto:Craig.Martorana@dot.state.ma.us)>; McCollem, Steve (DOT) <[Steve.McCollem@dot.state.ma.us](mailto:Steve.McCollem@dot.state.ma.us)>; McGonagle, Dan (DOT) <[Dan.McGonagle@dot.state.ma.us](mailto:Dan.McGonagle@dot.state.ma.us)>; McLaughlin, Steve E. (DOT) <[Steve.McLaughlin@dot.state.ma.us](mailto:Steve.McLaughlin@dot.state.ma.us)>; Mirabella, Steve (DOT) <[Steve.Mirabella@dot.state.ma.us](mailto:Steve.Mirabella@dot.state.ma.us)>; Moore, William A. (DOT) <[William.Moore@dot.state.ma.us](mailto:William.Moore@dot.state.ma.us)>; Navarro, Tom (DOT) <[Tom.Navarro@dot.state.ma.us](mailto:Tom.Navarro@dot.state.ma.us)>; Nawrocki, Diane (DOT) <[Diane.Nawrocki@dot.state.ma.us](mailto:Diane.Nawrocki@dot.state.ma.us)>; Nelson, Jim (DOT) <[Jim.Nelson@dot.state.ma.us](mailto:Jim.Nelson@dot.state.ma.us)>; Newberry, Jesse (DOT) <[Jesse.Newberry@dot.state.ma.us](mailto:Jesse.Newberry@dot.state.ma.us)>; Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)>; Olorunwunmi, Omotunde (DOT) <[Omotunde.Olorunwunmi@dot.state.ma.us](mailto:Omotunde.Olorunwunmi@dot.state.ma.us)>; O'Neil, Karen (DOT) <[Karen.ONeil@dot.state.ma.us](mailto:Karen.ONeil@dot.state.ma.us)>; O'Neill, Steven D. (DOT) <[Steven.D.ONeill@dot.state.ma.us](mailto:Steven.D.ONeill@dot.state.ma.us)>; Palavalsa, Kavitha (DOT) <[Kavitha.Palavalsa@dot.state.ma.us](mailto:Kavitha.Palavalsa@dot.state.ma.us)>; Paluses, Robert (DOT) <[Robert.Paluses@dot.state.ma.us](mailto:Robert.Paluses@dot.state.ma.us)>; Perduyn, Karen (DOT) <[Karen.Perduyn@dot.state.ma.us](mailto:Karen.Perduyn@dot.state.ma.us)>; Pomakis, Jim (DOT) <[Jim.Pomakis@dot.state.ma.us](mailto:Jim.Pomakis@dot.state.ma.us)>; Ramirez, Alwin T. (DOT) <[Alwin.Ramirez@dot.state.ma.us](mailto:Alwin.Ramirez@dot.state.ma.us)>; Richard, Jennifer L. (DOT) <[Jennifer.Richard@dot.state.ma.us](mailto:Jennifer.Richard@dot.state.ma.us)>; Riggins, Jerrell (DOT) <[Jerrell.Riggins@dot.state.ma.us](mailto:Jerrell.Riggins@dot.state.ma.us)>; Rigney, Joseph (DOT) <[Joseph.Rigney@dot.state.ma.us](mailto:Joseph.Rigney@dot.state.ma.us)>; Rinella, Matthew (DOT) <[Matthew.Rinella@dot.state.ma.us](mailto:Matthew.Rinella@dot.state.ma.us)>; Robida, James R. (DOT) <[James.Robida@dot.state.ma.us](mailto:James.Robida@dot.state.ma.us)>; Roddy, Samantha (DOT) <[Samantha.Roddy@dot.state.ma.us](mailto:Samantha.Roddy@dot.state.ma.us)>; Rosenberg, Harri (DOT) <[harri.rosenberg@dot.state.ma.us](mailto:harri.rosenberg@dot.state.ma.us)>; Sanchez, Miguel (DOT) <[Miguel.Sanchez@dot.state.ma.us](mailto:Miguel.Sanchez@dot.state.ma.us)>; Seavey, T. Chris (DOT) <[Chris.T.Seavey@dot.state.ma.us](mailto:Chris.T.Seavey@dot.state.ma.us)>; Shrader, Justin (DOT) <[Justin.Shrader@dot.state.ma.us](mailto:Justin.Shrader@dot.state.ma.us)>; Silbaugh, Owen (DOT) <[Owen.Silbaugh@dot.state.ma.us](mailto:Owen.Silbaugh@dot.state.ma.us)>; Silva, Victor (DOT) <[Victor.Silva@dot.state.ma.us](mailto:Victor.Silva@dot.state.ma.us)>; Silvernail, Paul (DOT) <[Paul.R.Silvernail@dot.state.ma.us](mailto:Paul.R.Silvernail@dot.state.ma.us)>; Sims, Andrew (DOT)

<[Andrew.Sims@dot.state.ma.us](mailto:Andrew.Sims@dot.state.ma.us)>; Slack, Justin (DOT) <[Justin.Slack@dot.state.ma.us](mailto:Justin.Slack@dot.state.ma.us)>; Sobczynski, Gregory (DOT) <[Gregory.Sobczynski@dot.state.ma.us](mailto:Gregory.Sobczynski@dot.state.ma.us)>; Soma, Stephen (DOT) <[Stephen.Soma@dot.state.ma.us](mailto:Stephen.Soma@dot.state.ma.us)>; Spatafore, Michael (DOT) <[Michael.Spatafore@dot.state.ma.us](mailto:Michael.Spatafore@dot.state.ma.us)>; Spriggs, Nicole (DOT) <[Nicole.Spriggs@dot.state.ma.us](mailto:Nicole.Spriggs@dot.state.ma.us)>; Stowe, William (DOT) <[William.Stowe@dot.state.ma.us](mailto:William.Stowe@dot.state.ma.us)>; Kandel, Suman (DOT) <[Suman.Kandel@dot.state.ma.us](mailto:Suman.Kandel@dot.state.ma.us)>; Swan, Adam J. (DOT) <[Adam.Swan@dot.state.ma.us](mailto:Adam.Swan@dot.state.ma.us)>; Tagzine, Hichame (DOT) <[Hichame.Tagzine@dot.state.ma.us](mailto:Hichame.Tagzine@dot.state.ma.us)>; Tilley, James (DOT) <[James.Tilley@dot.state.ma.us](mailto:James.Tilley@dot.state.ma.us)>; Tobias, Maria (DOT) <[Maria.Tobias@dot.state.ma.us](mailto:Maria.Tobias@dot.state.ma.us)>; Tomkavage, Nicholas (DOT) <[Nicholas.Tomkavage@dot.state.ma.us](mailto:Nicholas.Tomkavage@dot.state.ma.us)>; Totakura, Pruthvi Kumar (DOT) <[PruthviKumar.Totakura@dot.state.ma.us](mailto:PruthviKumar.Totakura@dot.state.ma.us)>; Treanor, Christopher (DOT) <[Christopher.Treanor@dot.state.ma.us](mailto:Christopher.Treanor@dot.state.ma.us)>; Turner, Virginia (DOT) <[Virginia.Turner@dot.state.ma.us](mailto:Virginia.Turner@dot.state.ma.us)>; Ummadi, Ramakrishna (DOT) <[Ramakrishna.Ummadi@dot.state.ma.us](mailto:Ramakrishna.Ummadi@dot.state.ma.us)>; Uy, Lorraine (DOT) <[Lorraine.Uy@dot.state.ma.us](mailto:Lorraine.Uy@dot.state.ma.us)>; Valovcin, Darryl (DOT) <[Darryl.Valovcin@dot.state.ma.us](mailto:Darryl.Valovcin@dot.state.ma.us)>; Vaughn, Michelle (DOT) <[Michelle.Vaughn@dot.state.ma.us](mailto:Michelle.Vaughn@dot.state.ma.us)>; Warren, Aric (DOT) <[Aric.Warren@dot.state.ma.us](mailto:Aric.Warren@dot.state.ma.us)>; Withington, Mark (DOT) <[Mark.Withington@dot.state.ma.us](mailto:Mark.Withington@dot.state.ma.us)>; Witt, William (DOT) <[William.Witt@dot.state.ma.us](mailto:William.Witt@dot.state.ma.us)>; Yee, Bill (DOT) <[Bill.Yee@dot.state.ma.us](mailto:Bill.Yee@dot.state.ma.us)>; Young, Dana (DOT) <[Dana.Young@dot.state.ma.us](mailto:Dana.Young@dot.state.ma.us)>  
**Cc:** Kandel, Suman (DOT) <[Suman.Kandel@dot.state.ma.us](mailto:Suman.Kandel@dot.state.ma.us)>; Jean-Paul, Lesly (DOT) <[Lesly.Jean-Paul@dot.state.ma.us](mailto:Lesly.Jean-Paul@dot.state.ma.us)>; Rosenberg, Harri (DOT) <[harri.rosenberg@dot.state.ma.us](mailto:harri.rosenberg@dot.state.ma.us)>; Newberry, Jesse (DOT) <[Jesse.Newberry@dot.state.ma.us](mailto:Jesse.Newberry@dot.state.ma.us)>; Newton, Mark (DOT) <[Mark.Newton@dot.state.ma.us](mailto:Mark.Newton@dot.state.ma.us)>; Witt, William (DOT) <[William.Witt@dot.state.ma.us](mailto:William.Witt@dot.state.ma.us)>; Ball, Dawn (DOT) <[Dawn.Ball@dot.state.ma.us](mailto:Dawn.Ball@dot.state.ma.us)>; Bedard, David (DOT) <[David.Bedard@dot.state.ma.us](mailto:David.Bedard@dot.state.ma.us)>; Tilley, James (DOT) <[James.Tilley@dot.state.ma.us](mailto:James.Tilley@dot.state.ma.us)>; Treanor, Christopher (DOT) <[Christopher.Treanor@dot.state.ma.us](mailto:Christopher.Treanor@dot.state.ma.us)>

**Subject:** SharePoint 2007 Upgrade to SharePoint Online Phase II

Hello SharePoint Users !

massDOT IT is currently upgrading the current SharePoint 2007 to a Microsoft SharePoint Online O365 environment by the end of June 2019, since the current environment will no longer be supported by Microsoft.

We are trying to minimize the impact to all site owners, Internal and External users with this new upgrade, therefore this migration is part of a three phase approach for this upgrade. The first phase of the project is currently underway with Phase 1 site owners currently in the User Acceptance Testing (UAT) stage.

The next phase of the project is to reach out to the second batch of Site Owners. The Site Owners on this distribution list have been designated for Phase 2 migration of the project.

For Phase 2, we have begun initial copying of the data to SharePoint Online and UAT is set to begin on 5/21/2019.

***There are tasks that must be completed by the site owners prior to UAT testing to ensure there is minimal impact to users. They are:***

1. The first is to make sure there are no documents that have been **“Checked Out”**. If there are, the last saved version will be migrated over and any updates to **“Check Out”** documents will be lost. Please make sure that all **“Checked Out”** documents have been **“Checked In”**.
2. The second is to make sure that any Workflow Instances that are currently **“In process”** status have been completed or stopped.

***NOTE: During the UAT testing, the site owners would need to be available to test and verify that their site is functioning as expected starting on Tuesday, 5/21/2019 through Monday, 5/27/2019. If a primary admin is not available during this time, please provide a secondary admin resource name to contact.***

***During the final Phase 2 migration of SharePoint 2007, the existing sites will only have READ ONLY ACCESS on 5/28/2019. During this time if you require to update any document, please copy/download those documents from SharePoint 2007 to a location (Network/Local Drive) where you can edit them. After the UAT Testing and full migration is complete, users can then upload the documents to their SharePoint Sites.***

In future e-mails we will be reaching out to all site owners and will be following up and providing status of project, URL's for testing and tasks needed to be completed before UAT begins.

Attached are two documents, the first is a site details sheet where you can find information about your site. The second, is a spreadsheet containing **“Checked Out”** documents that need to be **“Checked In”**.

If you have any questions or concerns please do not hesitate to contact Suman Kandel or myself.

Thank you,

Doug

**Doug Leccese**

SR. Business Analyst

E: [Douglas.Leccese@dot.state.ma.us](mailto:Douglas.Leccese@dot.state.ma.us)

P: 1 (857) 368-9807 (office)



**From:** [Durrigan, Dina \(DOT\)](#)  
**To:** [DeLeon, Pamela \(DOT\)](#); [Constantine, Rashida \(DOT\)](#); [Johnson, Selina \(DOT\)](#); [Spengler, Mark \(DOT\)](#)  
**Cc:** [Depina, Felisberta \(DOT\)](#); [Burke, Robin \(DOT\)](#); [Seitz, Alaina \(DOT\)](#); [Leisner, Scott \(DOT\)](#); [Bouchard, Candida \(DOT\)](#)  
**Subject:** Open Requisitions Status-- week of 4/29  
**Date:** Thursday, May 02, 2019 11:10:20 AM  
**Attachments:** [Open Reqs Status 04.29.19.xlsx](#)

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Hello everyone,

As discussed, here's an updated spreadsheet with the status of every position sorted by department. To filter to critical positions, use the indicator. Thank you!

Best,  
Dina

**Dina Durrigan**

**Massachusetts Department of Transportation**  
Human Resources Business Partner  
10 Park Plaza – Suite 3170 | Boston, MA 02116  
Tel 857.368.8556 | Cell 617.620.3069



Questions about hiring? Visit <https://navigator.massdot.state.ma.us/>  
Check out MassDOT's annual performance at [www.massdottracker.com](http://www.massdottracker.com)



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**From:** [Lavoie, Sara \(DOT\)](mailto:Lavoie.Sara@dot.state.ma.us)  
**To:** [John.Corson@us.idemia.com](mailto:John.Corson@us.idemia.com)  
**Subject:** Fwd: Inquiry from Joseph Cox of VICE Magazine TIME SENSITIVE  
**Date:** Thursday, May 02, 2019 10:45:57 AM

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Sent from my iPhone

Begin forwarded message:

**From:** "Deveney, Erin (DOT)" <[Erin.Deveney@dot.state.ma.us](mailto:Erin.Deveney@dot.state.ma.us)>  
**Date:** May 1, 2019 at 1:44:45 PM EDT  
**To:** "Riley, Judith (DOT)" <[JudithReardon.Riley@dot.state.ma.us](mailto:JudithReardon.Riley@dot.state.ma.us)>, "Lavoie, Sara (DOT)" <[Sara.Lavoie@dot.state.ma.us](mailto:Sara.Lavoie@dot.state.ma.us)>  
**Cc:** "Goddard, Jacquelyn (DOT)" <[Jacquelyn.Goddard@dot.state.ma.us](mailto:Jacquelyn.Goddard@dot.state.ma.us)>, "Finlaw, Sarah (GOV)" <[sarah.finlaw@MassMail.State.MA.US](mailto:sarah.finlaw@MassMail.State.MA.US)>, "Garrity, Rob (DOT)" <[Rob.Garrity@dot.state.ma.us](mailto:Rob.Garrity@dot.state.ma.us)>, "Spriggs, Nicole (DOT)" <[Nicole.Spriggs@dot.state.ma.us](mailto:Nicole.Spriggs@dot.state.ma.us)>  
**Subject: RE: Inquiry from Joseph Cox of VICE Magazine TIME SENSITIVE**

Judi-

Law enforcement in the course of performing official business is able to view the RMV's digitized images through a web service that is maintained by the Executive Office of Public Safety and Security, Department of Criminal Justice Information Systems (EOPSS/DCJIS). The RMV does not provide access to its image files or facial recognition technology to any commercial third parties.

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**From:** Riley, Judith (DOT)  
**Sent:** Wednesday, May 1, 2019 11:39 AM  
**To:** Deveney, Erin (DOT); Lavoie, Sara (DOT)  
**Cc:** Goddard, Jacquelyn (DOT); Finlaw, Sarah (GOV); Garrity, Rob (DOT); Spriggs, Nicole (DOT)  
**Subject:** Inquiry from Joseph Cox of VICE Magazine TIME SENSITIVE  
**Importance:** High

Hi Registrar,

A journalist is writing a story about a facial recognition startup company that tried to secure a deal with the Plymouth Police Department that would have included getting help with accessing the Registry's data for facial recognition purposes. He notes that the effort failed, and that there have been other companies that have also tried and failed to get access to the Registry's data.

The journalist is asking for a comment. Would you please help with a response to the first question below?

- “Do any companies or third parties have access to the photo/facial data held by the MA RMV?”
- Anything else you want to add around this”

The reporter is on deadline for today.

Thank you very much.

Judi

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**From:** Finlaw, Sarah (GOV) <[sarah.finlaw@MassMail.State.MA.US](mailto:sarah.finlaw@MassMail.State.MA.US)>  
**Sent:** Wednesday, May 1, 2019 9:11 AM  
**To:** Goddard, Jacquelyn (DOT) <[jacquelyn.goddard@state.ma.us](mailto:jacquelyn.goddard@state.ma.us)>; Riley, Judith Reardon (DOT) <[judith.reardon.riley@state.ma.us](mailto:judith.reardon.riley@state.ma.us)>  
**Subject:** FW: Inquiry - Joseph Cox, VICE

Can you reach out to him and say we shared the inquiry with you? I think you only need to answer the first question.

---

**From:** Leatherwood, Olivia (GOV)  
**Sent:** Wednesday, May 01, 2019 8:04 AM  
**To:** Moss, Brendan C. (GOV); Finlaw, Sarah (GOV); Chakrabarti, Anisha (GOV); MacCormack, Terry (GOV)  
**Subject:** Inquiry - Joseph Cox, VICE

Joseph Cox, VICE  
[joseph.cox@vice.com](mailto:joseph.cox@vice.com)

Hey, I'm Joseph Cox, a journalist from Motherboard which is the technology section of VICE.

Based on emails obtained through public records requests, we're doing a piece on how a facial recognition startup called Suspect Technologies tried to secure a deal with Plymouth Police. As part of that, Suspect Technologies asked the police force to help it gain access to data held by the MA Registry of Motor Vehicles for facial recognition purposes. According to the emails, that attempt ultimately failed, but the emails add that a number of other facial recognition companies have tried.

Please may I have your comment?

- Do any companies or third parties have access to the photo/facial data held by the MA RMV?
- Anything else you want to add around this

My deadline is today, ASAP. If you need anything else, just let me know.

Thank you,

--  
--

**JOSEPH COX**  
Senior Staff Writer

Signal: +44 20 8133 5190  
Wickr: josephcox  
Jabber: [jcox@jabber.ccc.de](mailto:jcox@jabber.ccc.de)

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Thank you.

**From:** [Sara.Lavoie@dot.state.ma.us](mailto:Sara.Lavoie@dot.state.ma.us)  
**To:** [John.Corson@us.idemia.com](mailto:John.Corson@us.idemia.com)  
**Subject:** Fwd: Inquiry from Joseph Cox of VICE Magazine TIME SENSITIVE  
**Date:** Thursday, May 02, 2019 10:45:56 AM

---

Sent from my iPhone

Begin forwarded message:

**From:** "Deveney, Erin (DOT)" <[Erin.Deveney@dot.state.ma.us](mailto:Erin.Deveney@dot.state.ma.us)>  
**Date:** May 1, 2019 at 1:44:45 PM EDT  
**To:** "Riley, Judith (DOT)" <[JudithReardon.Riley@dot.state.ma.us](mailto:JudithReardon.Riley@dot.state.ma.us)>, "Lavoie, Sara (DOT)" <[Sara.Lavoie@dot.state.ma.us](mailto:Sara.Lavoie@dot.state.ma.us)>  
**Cc:** "Goddard, Jacquelyn (DOT)" <[Jacquelyn.Goddard@dot.state.ma.us](mailto:Jacquelyn.Goddard@dot.state.ma.us)>, "Finlaw, Sarah (GOV)" <[sarah.finlaw@MassMail.State.MA.US](mailto:sarah.finlaw@MassMail.State.MA.US)>, "Garrity, Rob (DOT)" <[Rob.Garrity@dot.state.ma.us](mailto:Rob.Garrity@dot.state.ma.us)>, "Spriggs, Nicole (DOT)" <[Nicole.Spriggs@dot.state.ma.us](mailto:Nicole.Spriggs@dot.state.ma.us)>  
**Subject: RE: Inquiry from Joseph Cox of VICE Magazine TIME SENSITIVE**

Judi-

Law enforcement in the course of performing official business is able to view the RMV's digitized images through a web service that is maintained by the Executive Office of Public Safety and Security, Department of Criminal Justice Information Systems (EOPSS/DCJIS). The RMV does not provide access to its image files or facial recognition technology to any commercial third parties.

---

**From:** Riley, Judith (DOT)  
**Sent:** Wednesday, May 1, 2019 11:39 AM  
**To:** Deveney, Erin (DOT); Lavoie, Sara (DOT)  
**Cc:** Goddard, Jacquelyn (DOT); Finlaw, Sarah (GOV); Garrity, Rob (DOT); Spriggs, Nicole (DOT)  
**Subject:** Inquiry from Joseph Cox of VICE Magazine TIME SENSITIVE  
**Importance:** High

Hi Registrar,

A journalist is writing a story about a facial recognition startup company that tried to secure a deal with the Plymouth Police Department that would have included getting help with accessing the Registry's data for facial recognition purposes. He notes that the effort failed, and that there have been other companies that have also tried and failed to get access to the Registry's data.

The journalist is asking for a comment. Would you please help with a response to the first question below?

- “Do any companies or third parties have access to the photo/facial data held by the MA RMV?”
- Anything else you want to add around this”

The reporter is on deadline for today.

Thank you very much.

Judi

---

**From:** Finlaw, Sarah (GOV) <[sarah.finlaw@MassMail.State.MA.US](mailto:sarah.finlaw@MassMail.State.MA.US)>  
**Sent:** Wednesday, May 1, 2019 9:11 AM  
**To:** Goddard, Jacquelyn (DOT) <[jacquelyn.goddard@state.ma.us](mailto:jacquelyn.goddard@state.ma.us)>; Riley, Judith Reardon (DOT) <[judith.reardon.riley@state.ma.us](mailto:judith.reardon.riley@state.ma.us)>  
**Subject:** FW: Inquiry - Joseph Cox, VICE

Can you reach out to him and say we shared the inquiry with you? I think you only need to answer the first question.

---

**From:** Leatherwood, Olivia (GOV)  
**Sent:** Wednesday, May 01, 2019 8:04 AM  
**To:** Moss, Brendan C. (GOV); Finlaw, Sarah (GOV); Chakrabarti, Anisha (GOV); MacCormack, Terry (GOV)  
**Subject:** Inquiry - Joseph Cox, VICE

Joseph Cox, VICE  
[joseph.cox@vice.com](mailto:joseph.cox@vice.com)

Hey, I'm Joseph Cox, a journalist from Motherboard which is the technology section of VICE.

Based on emails obtained through public records requests, we're doing a piece on how a facial recognition startup called Suspect Technologies tried to secure a deal with Plymouth Police. As part of that, Suspect Technologies asked the police force to help it gain access to data held by the MA Registry of Motor Vehicles for facial recognition purposes. According to the emails, that attempt ultimately failed, but the emails add that a number of other facial recognition companies have tried.

Please may I have your comment?

- Do any companies or third parties have access to the photo/facial data held by the MA RMV?
- Anything else you want to add around this

My deadline is today, ASAP. If you need anything else, just let me know.

Thank you,

--  
--

**JOSEPH COX**  
Senior Staff Writer

Signal: +44 20 8133 5190  
Wickr: josephcox  
Jabber: [jcox@jabber.ccc.de](mailto:jcox@jabber.ccc.de)

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Thank you.

**From:** [Silbaugh, Owen \(DOT\)](#)  
**To:** [Leccese, Douglas \(DOT\)](#)  
**Subject:** FW: SharePoint 2007 Upgrade to SharePoint Online Phase II  
**Date:** Thursday, May 02, 2019 10:31:46 AM  
**Attachments:** [Checked Out Files Report.xlsx](#)  
[Final Site Details- Batch 2.xlsx](#)

---

I was included!!!

Thanks,  
Owen

Owen K. Silbaugh, Jr., PE | MassDOT Aeronautics Division  
Senior Project Manager  
Direct: 617-412-3689 | Cell: 412-491-6936

---

**From:** Leccese, Douglas (DOT)  
**Sent:** Wednesday, May 01, 2019 4:31 PM  
**To:** Amato, John E. (DOT); Baldassarro, Bernard X. (DOT); Ball, Dawn (DOT); Barry, Germaine (DOT); Betts, William (DOT); Brandon, Lawrence (DOT); Breen, Marie (DOT); Brewer, Michael (DOT); Bristol, Susan (DOT); Brooks, James E. (DOT); Brown, Karen A. (DOT); Cadorette, John (DOT); Carter, Annemarie (DOT); Castro, Nady (DOT); Champlin, Tom (DOT); Chanthaboun, Sye (DOT); Cheney, Dana (DOT); Chetpelly, Naresh (DOT); Chirokas, David (DOT); Collaro-Surette, Cheryl (DOT); Cousin, Stephen G. (DOT); Cousins, Rosalee (DOT); Crochiere, Kenneth J. (DOT); Dinunzio, Rita (DOT); Dionne, Robert (DOT); DiOrio, Brian E. (DOT); DiPaolo, Thomas A. (DOT); DiPietro, Robert S. (DOT); Duverge, Raquel (DOT); Eagan, Alida (DOT); Faria, Kevin (DOT); Fernandes, Miguel (DOT); Ferringo, William (DOT); Foley, Karyn L. (DOT); Garbaczski, Paul (DOT); Giando, Robin R. (DOT); Grace, Augusto (DOT); Greene, Joel (DOT); Hamel, Roger J. (DOT); Hamwey, Scott (DOT); Hart, Lisa (DOT); Hayes, Meredith C. (DOT); Hughes, Carl (DOT); Hyland, John (DOT); Jean-Paul, Lesly (DOT); Jones, Gail (DOT); Kandel, Suman (DOT); Kane, Jennifer (DOT); Karthigesan, Jothie (DOT); Kelleher, Brian M. (DOT); Khanna, Rick (DOT); Knapp, David (DOT); Kofitsas, Kostas M. (DOT); Kolla, Narayana (DOT); Korsunsky, Julia (DOT); Lavallee, Paul (DOT); Lee, Donna M. (DOT); Lopes, Kevin (DOT); Lotti, Katherine (DOT); Lozada, John (DOT); Lyons, Maryellen (DOT); Makie, Joan (DOT); Martorana, Craig (DOT); McCollem, Steve (DOT); McGonagle, Dan (DOT); McLaughlin, Steve E. (DOT); Mirabella, Steve (DOT); Moore, William A. (DOT); Navarro, Tom (DOT); Nawrocki, Diane (DOT); Nelson, Jim (DOT); Newberry, Jesse (DOT); Newton, Mark (DOT); Olorunwunmi, Omotunde (DOT); O'Neil, Karen (DOT); O'Neill, Steven D. (DOT); Palavalsa, Kavitha (DOT); Paluses, Robert (DOT); Perduyn, Karen (DOT); Pomakis, Jim (DOT); Ramirez, Alwin T. (DOT); Richard, Jennifer L. (DOT); Riggins, Jerrell (DOT); Rigney, Joseph (DOT); Rinella, Matthew (DOT); Robida, James R. (DOT); Roddy, Samantha (DOT); Rosenberg, Harri (DOT); Sanchez, Miguel (DOT); Seavey, T. Chris (DOT); Shrader, Justin (DOT); Silbaugh, Owen (DOT); Silva, Victor (DOT); Silvernail, Paul (DOT); Sims, Andrew (DOT); Slack, Justin (DOT); Sobczynski, Gregory (DOT); Soma, Stephen (DOT); Spatafore, Michael (DOT); Spriggs, Nicole (DOT); Stowe, William (DOT); Kandel, Suman (DOT); Swan, Adam J. (DOT); Tagzine, Hichame (DOT); Tilley, James (DOT); Tobias, Maria (DOT); Tomkavage, Nicholas (DOT); Totakura, Pruthvi Kumar (DOT); Treanor, Christopher (DOT); Turner, Virginia (DOT); Ummadi, Ramakrishna (DOT); Uy, Lorraine (DOT); Valovcin, Darryl (DOT); Vaughn, Michelle (DOT); Warren, Aric (DOT); Withington, Mark (DOT); Witt, William (DOT); Yee, Bill (DOT); Young, Dana (DOT)  
**Cc:** Kandel, Suman (DOT); Jean-Paul, Lesly (DOT); Rosenberg, Harri (DOT); Newberry, Jesse (DOT); Newton, Mark (DOT); Witt, William (DOT); Ball, Dawn (DOT); Bedard, David (DOT); Tilley, James (DOT); Treanor, Christopher (DOT)  
**Subject:** SharePoint 2007 Upgrade to SharePoint Online Phase II

Hello SharePoint Users !

massDOT IT is currently upgrading the current SharePoint 2007 to a Microsoft SharePoint Online

O365 environment by the end of June 2019, since the current environment will no longer be supported by Microsoft.

We are trying to minimize the impact to all site owners, Internal and External users with this new upgrade, therefore this migration is part of a three phase approach for this upgrade. The first phase of the project is currently underway with Phase 1 site owners currently in the User Acceptance Testing (UAT) stage.

The next phase of the project is to reach out to the second batch of Site Owners. The Site Owners on this distribution list have been designated for Phase 2 migration of the project.

For Phase 2, we have begun initial copying of the data to SharePoint Online and UAT is set to begin on 5/21/2019.

***There are tasks that must be completed by the site owners prior to UAT testing to ensure there is minimal impact to users. They are:***

1. The first is to make sure there are no documents that have been **“Checked Out”**. If there are, the last saved version will be migrated over and any updates to **“Check Out”** documents will be lost. Please make sure that all **“Checked Out”** documents have been **“Checked In”**.
2. The second is to make sure that any Workflow Instances that are currently **“In process”** status have been completed or stopped.

***NOTE: During the UAT testing, the site owners would need to be available to test and verify that their site is functioning as expected starting on Tuesday, 5/21/2019 through Monday, 5/27/2019. If a primary admin is not available during this time, please provide a secondary admin resource name to contact.***

***During the final Phase 2 migration of SharePoint 2007, the existing sites will only have READ ONLY ACCESS on 5/28/2019. During this time if you require to update any document, please copy/download those documents from SharePoint 2007 to a location (Network/Local Drive) where you can edit them. After the UAT Testing and full migration is complete, users can then upload the documents to their SharePoint Sites.***

In future e-mails we will be reaching out to all site owners and will be following up and providing status of project, URL's for testing and tasks needed to be completed before UAT begins.

Attached are two documents, the first is a site details sheet where you can find information about your site. The second, is a spreadsheet containing **“Checked Out”** documents that need to be **“Checked In”**.

If you have any questions or concerns please do not hesitate to contact Suman Kandel or myself.

Thank you,



Doug

**Doug Leccese**

SR. Business Analyst

E: [Douglas.Leccese@dot.state.ma.us](mailto:Douglas.Leccese@dot.state.ma.us)

P: 1 (857) 368-9807 (office)



**From:** [Falcon, Eric \(DOT\)](#)  
**To:** [REDACTED]; [MSP-DL - Facial Rec ES](#)  
**Subject:** RE: Facial Recognition  
**Date:** Thursday, May 02, 2019 10:13:24 AM

---

Kindly,

Eric Falcon  
DOT-RMV/Enforcement Services  
Massachusetts State Police  
10 Park Plaza, 2<sup>nd</sup> Floor-Suite 2310  
Boston. Mass 02116  
Phone-857-368-8605  
Fax- 857-368-0645

**From:** [REDACTED]@pd.boston.gov]  
**Sent:** Thursday, May 02, 2019 8:57 AM  
**To:** MSP-DL - Facial Rec ES  
**Subject:** Facial Recognition

Good morning,

[REDACTED]

[REDACTED] Thank you for your time.

**From:** [Tramonte, David \(Guidehouse\)](#)  
**To:** [Newberry, Jesse \(DOT\)](#)  
**Cc:** [Richard, Hunter \(Guidehouse\)](#); [Bandoian, Austin \(DOT\)](#)  
**Subject:** RE: Finalizing BIA Deliverable Data  
**Date:** Thursday, May 02, 2019 10:06:54 AM  
**Attachments:** [MassDOT Recovery Capability Document and Criticality Tiers\\_05.01.19.xlsx](#)

---

Okay, attached is our latest recovery capability document. We ask if you can please review the applications that you are familiar with and give feedback addressing the following areas:

- Does the information in the comments accurately describe the application?
- Is the information describing the application's RTO and RPO capabilities accurate?
- We assume that all of the applications included in the 'Internal' tab are only fully built out in one location (i.e., not fully redundant). Can you confirm whether this is correct, or if there are any exceptions to this?
- Is the application backed up more frequently than daily (i.e., backed up in real time)?
- Is the application included in the correct tab? Definitions for each grouping (e.g., Internal, Hybrid, etc.) are included in the 'Instructions' tab.

I will also be at the Document Management team lunch, so if you have the opportunity to look this over prior, I will be happy to answer any questions then.

Thank you,  
Dave

---

**From:** Newberry, Jesse (DOT) <[Jesse.Newberry@dot.state.ma.us](mailto:Jesse.Newberry@dot.state.ma.us)>  
**Sent:** Thursday, May 2, 2019 9:42 AM  
**To:** Tramonte, David (Guidehouse) <[David.Tramonte@dot.state.ma.us](mailto:David.Tramonte@dot.state.ma.us)>  
**Subject:** RE: Finalizing BIA Deliverable Data

Can't swing it ... if there is a set of questions you are after can you drop in an email? Maybe we can make progress that way.

---

**From:** Tramonte, David (Guidehouse) <[David.Tramonte@dot.state.ma.us](mailto:David.Tramonte@dot.state.ma.us)>  
**Sent:** Thursday, May 2, 2019 9:41 AM  
**To:** Newberry, Jesse (DOT) <[Jesse.Newberry@dot.state.ma.us](mailto:Jesse.Newberry@dot.state.ma.us)>  
**Subject:** RE: Finalizing BIA Deliverable Data

Unfortunately we have a separate meeting at 2:30. Are you available at 4?

---

**From:** Newberry, Jesse (DOT) <[Jesse.Newberry@dot.state.ma.us](mailto:Jesse.Newberry@dot.state.ma.us)>  
**Sent:** Thursday, May 2, 2019 6:22 AM  
**To:** Tramonte, David (Guidehouse) <[David.Tramonte@dot.state.ma.us](mailto:David.Tramonte@dot.state.ma.us)>  
**Subject:** Finalizing BIA Deliverable Data

Possible to move this to 2:30?

**From:** [Bowes, Tom \(DOT\)](#)  
**To:** [Albertz, David J. \(DOT\)](#)  
**Subject:** FW: Atlas Report: ATLAS Operation Summary Report - Report of key items that occurred in ATLAS for the day  
**Date:** Thursday, May 02, 2019 9:56:00 AM  
**Attachments:** [1760305152.pdf](#)

---

Hi,

Look at page 10 please. Concerned about the Owner citation hearing requests. States there are 23 items there. Would you happen to know what this is? Is it Ecitation? Maybe citations that were voided?

Thanks,  
Tom

Tom Bowes  
Director, Merit Rating Board  
25 Newport Ave Ext.  
Quincy, MA. 02171

Tel: 857-368-7601  
Fax: 857-368-0806

-----Original Message-----

From: Bowes, Tom (DOT)  
Sent: Thursday, May 2, 2019 8:07 AM  
To: Bowes, Tom (DOT) <Tom.Bowes@dot.state.ma.us>  
Subject: FW: Atlas Report: ATLAS Operation Summary Report - Report of key items that occurred in ATLAS for the day

Tom Bowes  
Director, Merit Rating Board  
25 Newport Ave Ext.  
Quincy, MA. 02171

Tel: 857-368-7601  
Fax: 857-368-0806

-----Original Message-----

From: RMV Do Not Reply <RMVDoNotReply@state.ma.us>  
Sent: Thursday, May 2, 2019 12:43 AM  
To: Macdonald, Alan (DOT) <alan.macdonald@dot.state.ma.us>; Michalik, Anne (DOT) <Anne.Michalik@dot.state.ma.us>; Donaruma, AnnMarie (DOT) <AnnMarie.Donaruma@dot.state.ma.us>; Goodman, Ben (ATLAS) <ben.goodman@dot.state.ma.us>; Catania, Bill (DOT) <Bill.Catania@dot.state.ma.us>; Winkler, Brian (ATLAS) <Brian.Winkler@dot.state.ma.us>; Mendez, Carolina (DOT) <Carolina.S.Mendez@dot.state.ma.us>; Paquette, Catherine (DOT) <Catherine.Paquette@dot.state.ma.us>; Miller, Chris (ATLAS) <Chris.Miller@dot.state.ma.us>; Ogilvie, Colleen (DOT) <Colleen.Ogilvie@dot.state.ma.us>; Steller, Corrine W. (DOT) <Corrine.W.Steller@dot.state.ma.us>; Eaton, Debra (DOT) <Debra.Eaton@dot.state.ma.us>; Sagi, Diwakar (DOT) <Diwakar.Sagi@dot.state.ma.us>; Duffaut, Edvard (DOT) <Edvard.Duffaut@dot.state.ma.us>; Sheehan, Erin (DOT) <Erin.Sheehan@dot.state.ma.us>; Daley, Gretchen (DOT) <Gretchen.Daley@dot.state.ma.us>; Dilisio, James (DOT) <James.Dilisio@dot.state.ma.us>; Valley, Joan (DOT) <Joan.Valley@dot.state.ma.us>; Hesse, John (ATLAS) <John.Hesse@dot.state.ma.us>; Tatum, John (ATLAS) <john.tatum@dot.state.ma.us>; Orenberg, Joshua (DOT) <Joshua.Orenberg@dot.state.ma.us>; Pedi, Karen (DOT) <Karen.Pedi@dot.state.ma.us>; Costantino, Keith (DOT) <Keith.Costantino@dot.state.ma.us>;

Costantino, Keith (DOT) <Keith.Costantino@dot.state.ma.us>; Canaan, Kenneth (DOT) <Kenneth.Canaan@dot.state.ma.us>; Faria, Kevin (DOT) <Kevin.Faria@dot.state.ma.us>; Klosek, Kevin (DOT) <Kevin.Klosek@dot.state.ma.us>; Gleason, Margaret (ATLAS) <Margaret.Gleason@dot.state.ma.us>; Tibma, Mary (DOT) <Mary.Tibma@dot.state.ma.us>; Griffin, Mary Jo (DOT) <MaryJo.Griffin@dot.state.ma.us>; Ariely, Michael (DOT) <Michael.Ariely@dot.state.ma.us>; Flynn, Nathan (ATLAS) <Nathan.Flynn@dot.state.ma.us>; Robare, Robert (DOT) <Robert.Robare@dot.state.ma.us>; Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>; Freeman, Scott (DOT) <Scott.Freeman@dot.state.ma.us>; Evans, Steve (DOT) <Steve.Evans@dot.state.ma.us>; McCollem, Steve (DOT) <Steve.McCollem@dot.state.ma.us>; Crispin, Susan (DOT) <Susan.Crispin@dot.state.ma.us>; Chanthaboun, Sye (DOT) <Sye.Chanthaboun@dot.state.ma.us>; Armistead, Tedford (DOT) <Tedford.Armistead@dot.state.ma.us>; Lacey, TJ (DOT) <Thomas.Lacey@dot.state.ma.us>; Bowes, Tom (DOT) <Tom.Bowes@dot.state.ma.us>; Martin, Zack (DOT) <Zack.A.Martin@dot.state.ma.us>  
Subject: Atlas Report: ATLAS Operation Summary Report - Report of key items that occurred in ATLAS for the day

Report Title: ATLAS Operation Summary Report  
Report Description: Report of key items that occurred in ATLAS for the day  
Processed On: 5/2/2019 12:42:36 AM  
Report Parameters:

Override Date: False  
High Date: 12/31/9999  
Report Date: 5/1/2019

**From:** [Panacopoulos, Laurie \(POL\)](#)  
**To:** [RMV-DL - IS Security](#)  
**Cc:** [Foley, Karyn L. \(DOT\)](#); [Smith, Eleanor \(POL\)](#)  
**Subject:** RE: Request access to Facial Recognition for Eleanor Smith  
**Date:** Thursday, May 02, 2019 9:49:35 AM

---

Just checking in on the status of this request. Please let me know if additional info is needed.

Thanks  
Laurie

---

**From:** Panacopoulos, Laurie (POL)  
**Sent:** Thursday, April 04, 2019 1:48 PM  
**To:** RMV-DL - IS Security  
**Cc:** Foley, Karyn L. (DOT); Smith, Eleanor (POL) (Eleanor.Smith@pol.state.ma.us)  
**Subject:** Request access to Facial Recognition for Eleanor Smith

Hello,

I am requesting access to Issuance 360 Back Office for a new supervisory analyst who was recently hired to work in the State Police Commonwealth Fusion Center. Her name is Eleanor Smith and attached you will find her user request form. I will make sure the original form is dropped off or mailed to Quincy.

Please let me know if you have any questions or if you need additional information.

Thank you!  
Laurie

---

**Laurie L. Panacopoulos** | Program Coordinator III  
Massachusetts State Police | Commonwealth Fusion Center  
124 Acton Street, Maynard MA 01754  
direct 978-451-3711 | fax 978-451-3767 | main 978-451-3701  
[laurie.panacopoulos@state.ma.us](mailto:laurie.panacopoulos@state.ma.us)

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**From:** [Panacopoulos, Laurie \(POL\)](#)  
**To:** [Foley, Karyn L. \(DOT\)](#)  
**Cc:** [RMV-DL - IS Security; Coleman, Daniel \(POL\)](#)  
**Subject:** Request access to Facial Recognition for Daniel Coleman  
**Date:** Thursday, May 02, 2019 9:47:59 AM  
**Attachments:** [User Req Form Coleman.pdf](#)

---

Hello,

I am requesting access to Issuance 360 Back Office for Daniel Coleman, a new intell analyst who was recently hired to work at the State Police Fusion Center here in Maynard. Attached you will find his user request form. I will make sure the original form is dropped off or mailed to Quincy.

Please let me know if you have any questions or if you need additional information.

Thank you!

Laurie

---

**Laurie L. Panacopoulos** | Program Coordinator III  
Massachusetts State Police | Commonwealth Fusion Center  
124 Acton Street, Maynard MA 01754  
direct 978-451-3711 | fax 978-451-3767 | main 978-451-3701  
[laurie.panacopoulos@state.ma.us](mailto:laurie.panacopoulos@state.ma.us)

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**From:** [Eagan Alida \(DOT\)](#)  
**To:** [Travers Bill D. \(DOT\)](#); [Amaral Kayla \(DOT\)](#); [Senior Cheryl-Ann \(DOT\)](#)  
**Cc:** [Fitzgerald Robert M. \(DOT\)](#)  
**Subject:** FW: SharePoint 2007 Upgrade to SharePoint Online Phase II  
**Date:** Thursday, May 02, 2019 9:25:37 AM  
**Attachments:** [Checked Out Files Report.xlsx](#)  
[Final Site Details- Batch 2.xlsx](#)

Hello and Good Morning:

The following items listed in the spreadsheet below are checked out to you and need to be checked in to complete the migration process. If you need assistance, please let me know and I will come help you locate them.

| CHECKED OUT TO  | SITE URL      | FILE URL                                                                                                                                                                        |
|-----------------|---------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| MASSDOT\amaralk | http://sps/D5 | Correspondence Tracker/Correspondence Letters - 2016/09-19-16, Ethel Simeone Trustee, walpole, 75 percent review comments.pdf                                                   |
| MASSDOT\amaralk | http://sps/D5 | Correspondence Tracker/2016 Mail Log.xlsm                                                                                                                                       |
| MASSDOT\amaralk | http://sps/D5 | Correspondence Tracker/Correspondence Letters - 2016/11-3-2016,bayside engineering,falmouth, installation of traffic signal at intersection.pdf                                 |
| MASSDOT\amaralk | http://sps/D5 | Correspondence Tracker/Correspondence Letters - 2016/12-21-16,ChristinaCutter,Bourne,requestingreplacementtire.pdf                                                              |
| MASSDOT\amaralk | http://sps/D5 | Correspondence Tracker/Correspondence Letters - 2017/2017-526,Town of Abington,Request to establish a heavy commerical vehicle exclusion.pdf                                    |
| MASSDOT\amaralk | http://sps/D5 | Correspondence Tracker/Correspondence Letters - 2017/2017-1216,Mayor Dumas,Attleboro,i-95 litter clean-up.pdf                                                                   |
| MASSDOT\amaralk | http://sps/D5 | Correspondence Tracker/Correspondence Letters - 2017/2017-1241,Days Inn,Middleborough, Removal of Signs.pdf                                                                     |
| MASSDOT\amaralk | http://sps/D5 | Correspondence Tracker/Correspondence Letters Responses - 2017/2017-1216, Mayor Dumas, Attleboro,i-95 litter clean-up.pdf                                                       |
| MASSDOT\amaralk | http://sps/D5 | Correspondence Tracker/Correspondence Letters - 2017/2017-1584,Middleborough Gas and Electric Dept Gas Division,request for list of road repair projects 2017.pdf               |
| MASSDOT\amaralk | http://sps/D5 | Correspondence Tracker/Correspondence Letters - 2017/2017-1725,Margaret Boyle,Eastham,would like sidewalk curb stone cut back.pdf                                               |
| MASSDOT\amaralk | http://sps/D5 | Correspondence Tracker/Correspondence Letters - 2017/2017-1724, Truro Police, discontinuance of ownership of south hollow rd.pdf                                                |
| MASSDOT\amaralk | http://sps/D5 | Correspondence Tracker/Correspondence Letters - 2017/2017-1722,DBI Services, Various Locations,item 102.3 litter removal crew-day renegotiate price.pdf                         |
| MASSDOT\amaralk | http://sps/D5 | Correspondence Tracker/Correspondence Letters - 2017/2017-1728,Town of Plymouth,Samoset st at Standish Ave and Chestnut st, traffic signal operations.pdf                       |
| MASSDOT\amaralk | http://sps/D5 | Correspondence Tracker/Correspondence Letters - 2017/2017-2523 Kevin M. Jewers, Pembroke, Missing sign.pdf                                                                      |
| MASSDOT\amaralk | http://sps/D5 | Correspondence Tracker/Correspondence Letters - 2017/2017-2567,City of New Bedford Dept of Public Infrastrucutre,New Bedford,asking for a section of contract be removed.pdf    |
| MASSDOT\amaralk | http://sps/D5 | Correspondence Tracker/Correspondence Letters - 2017/2017-2568,City of New Bedford Dept of Public Infrastructure, New Bedford, request to change material item.pdf              |
| MASSDOT\amaralk | http://sps/D5 | Correspondence Tracker/Correspondence Letters - 2017/2017-2755,The Commonwealth of MA House of Representatives State House, Pembroke, offering support to HCVE on Valley St.pdf |
| MASSDOT\amaralk | http://sps/D5 | Correspondence Tracker/Correspondence Letters - 2017/2017-2982,Good Samaritan Medical Center,Route 24,Request for updated signage.pdf                                           |



|                  |               |                                                                                                                                                                             |
|------------------|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| MASSDOT\amaralk  | http://sps/D5 | Correspondence Tracker/Correspondence Letters - 2017/2017-3616, Raymond F. Sidor, Taunton, response in regards to fence on their property.pdf                               |
| MASSDOT\amaralk  | http://sps/D5 | Correspondence Tracker/Correspondence Letters - 2017/2017-4863, Susan Roderick, Truro, bike lanes for state hwy route 6.pdf                                                 |
| MASSDOT\amaralk  | http://sps/D5 | Correspondence Tracker/Correspondence Letters - 2017/2017-5328, Couto Management Group LLC - Dunkin Donuts, Hingham, upgrade of sign on route 3.pdf                         |
| MASSDOT\amaralk  | http://sps/D5 | Correspondence Tracker/Correspondence Letters - 2017/2017-5700, Kevin M. Jewers, Norwell, Heavy Commercial Vehicle Signs.pdf                                                |
| MASSDOT\amaralk  | http://sps/D5 | Correspondence Tracker/Correspondence Letters - 2017/2017-5849, Charlie Seelig, Halifax, sign replacement.pdf                                                               |
| MASSDOT\amaralk  | http://sps/D5 | Correspondence Tracker/Correspondence Letters - 2017/2017-6208, Kevin Jewers, Norwell, Signage related to Old Oak, Union, Bridge sts heavy commercial vehicle exclusion.pdf |
| MASSDOT\amaralk  | http://sps/D5 | Correspondence Tracker/Correspondence Letters - 2017/2017-6783, Town of Barnstable Regulatory Services Parking Division, Barnstable, Route 6 Commuter Lot.pdf               |
| MASSDOT\amaralk  | http://sps/D5 | Correspondence Tracker/Correspondence Letters - 2018/2018-1793, Carver, speed limit.pdf                                                                                     |
| MASSDOT\amaralk  | http://sps/D5 | Correspondence Tracker/Correspondence Letters Responses - 2018/2018-225, Tisbury, damaged headwall replacement.pdf                                                          |
| MASSDOT\amaralk  | http://sps/D5 | Correspondence Tracker/Correspondence Letters - 2018/2018-3287, Barnstable, Pothole on the intersection of Transportation Ave and Route 28.pdf                              |
| MASSDOT\amaralk  | http://sps/D5 | Correspondence Tracker/Correspondence Letters - 2018/2018-3681, Chilmark, State Rd Flooding Issues.pdf                                                                      |
| MASSDOT\amaralk  | http://sps/D5 | Correspondence Tracker/Correspondence Letters - 2018/2018-4267, New Bedford, property of fence.pdf                                                                          |
| MASSDOT\amaralk  | http://sps/D5 | Correspondence Tracker/Correspondence Letters - 2018/2018-5952, Plainville, letter of support for Municipal Small Bridge Program.pdf                                        |
| MASSDOT\amaralk  | http://sps/D5 | Correspondence Tracker/2019 Mail Log.xlsm                                                                                                                                   |
| MASSDOT\amaralk  | http://sps/D5 | Correspondence Tracker/Correspondence Letters - 2019/2019-354, Hanover, reports of a pothole on Route 53.pdf                                                                |
| MASSDOT\amaralk  | http://sps/D5 | Correspondence Tracker/Correspondence Letters - 2019/2019-836, Vineyard Haven - Edgartown, requesting a waiver.pdf                                                          |
| MASSDOT\amaralk  | http://sps/D5 | Correspondence Tracker/Correspondence Letters Responses - 2019/2019-1340, Various Locations, request for list of road repair projects 2019.pdf                              |
| MASSDOT\bjorkt   | http://sps/D5 | Project Development/Wellfleet/Wellfleet_Construction_Plans.pdf                                                                                                              |
| MASSDOT\SeniorC  | http://sps/D5 | Senior Staff Meeting/Meeting Agendas/Senior Staff Meeting 10-03-2018.doc                                                                                                    |
| MASSDOT\traversb | http://sps/D5 | District 5 Org Charts/2018-January - Staffing Org Chart/ Bridges Org Chart-Staffing - 122018.vsd                                                                            |
| MASSDOT\traversb | http://sps/D5 | Legislative Inquiry Tracker/2018 District 5 - Legislative Inquiry Tracker.xls                                                                                               |
| MASSDOT\traversb | http://sps/D5 | Legislative Inquiry Tracker/2019 District 5 - Legislative Inquiry Tracker.xls                                                                                               |
|                  |               |                                                                                                                                                                             |

**From:** Leccese, Douglas (DOT)

**Sent:** Wednesday, May 01, 2019 4:31 PM

**To:** Amato, John E. (DOT); Baldassarro, Bernard X. (DOT); Ball, Dawn (DOT); Barry, Germaine (DOT); Betts, William (DOT); Brandon, Lawrence (DOT); Breen, Marie (DOT); Brewer, Michael (DOT); Bristol, Susan (DOT); Brooks, James E. (DOT); Brown, Karen A. (DOT); Cadorette, John (DOT); Carter, Annemarie (DOT); Castro, Nady (DOT); Champlin, Tom (DOT); Chanthaboun, Sye (DOT); Cheney, Dana (DOT); Chetpelly, Naresh (DOT); Chirokas, David (DOT); Collaro-Surrette, Cheryl (DOT); Cousin, Stephen G. (DOT); Cousins, Rosalee (DOT); Crochiere, Kenneth J. (DOT); Dinunzio, Rita (DOT); Dionne, Robert (DOT); DiOrio, Brian E. (DOT); DiPaolo, Thomas A. (DOT); DiPietro, Robert S. (DOT); Duverge, Raquel (DOT); Eagan, Alida (DOT); Faria, Kevin (DOT); Fernandes, Miguel (DOT); Ferringo, William

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**Cc:** Kandel, Suman (DOT); Jean-Paul, Lesly (DOT); Rosenberg, Harri (DOT); Newberry, Jesse (DOT); Newton, Mark (DOT); Witt, William (DOT); Ball, Dawn (DOT); Bedard, David (DOT); Tilley, James (DOT); Treanor, Christopher (DOT)

**Subject:** SharePoint 2007 Upgrade to SharePoint Online Phase II

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Thank you,

Doug

**Doug Leccese**

SR. Business Analyst

E: [Douglas.Leccese@dot.state.ma.us](mailto:Douglas.Leccese@dot.state.ma.us)

P: 1 (857) 368-9807 (office)



**From:** [REDACTED]  
**To:** [MSP-DL - Facial Rec ES](#)  
**Subject:** Facial Recognition  
**Date:** Thursday, May 02, 2019 8:57:28 AM

---

Good morning,

[REDACTED]

Thank you for your time.

**From:** [Mirabella, Steve \(DOT\)](#)  
**To:** [Bagley, Daniel \(DOT\)](#); [Ragi, Akash \(DOT\)](#)  
**Subject:** Fw: SharePoint 2007 Upgrade to SharePoint Online Phase II  
**Date:** Thursday, May 02, 2019 8:49:11 AM  
**Attachments:** [Checked Out Files Report.xlsx](#)  
[Final Site Details- Batch 2.xlsx](#)

---

... forwarding in case you have any Power BI visuals etc. that point to SharePoint

Stephen Mirabella  
Massachusetts Department of Transportation, Information Technology  
857-368-9909  
[www.mass.gov/massdot](http://www.mass.gov/massdot)

---

**From:** Leccese, Douglas (DOT)

**Sent:** Wednesday, May 1, 2019 4:30 PM

**To:** Amato, John E. (DOT); Baldassaro, Bernard X. (DOT); Ball, Dawn (DOT); Barry, Germaine (DOT); Betts, William (DOT); Brandon, Lawrence (DOT); Breen, Marie (DOT); Brewer, Michael (DOT); Bristol, Susan (DOT); Brooks, James E. (DOT); Brown, Karen A. (DOT); Cadorette, John (DOT); Carter, Annemarie (DOT); Castro, Nady (DOT); Champlin, Tom (DOT); Chanthaboun, Sye (DOT); Cheney, Dana (DOT); Chetpelly, Naresh (DOT); Chirokas, David (DOT); Collaro-Surette, Cheryl (DOT); Cousin, Stephen G. (DOT); Cousins, Rosalee (DOT); Crochiere, Kenneth J. (DOT); Dinunzio, Rita (DOT); Dionne, Robert (DOT); DiOrion, Brian E. (DOT); DiPaolo, Thomas A. (DOT); DiPietro, Robert S. (DOT); Duverge, Raquel (DOT); Eagan, Alida (DOT); Faria, Kevin (DOT); Fernandes, Miguel (DOT); Ferringo, William (DOT); Foley, Karyn L. (DOT); Garbaczeski, Paul (DOT); Giando, Robin R. (DOT); Grace, Augusto (DOT); Greene, Joel (DOT); Hamel, Roger J. (DOT); Hamwey, Scott (DOT); Hart, Lisa (DOT); Hayes, Meredith C. (DOT); Hughes, Carl (DOT); Hyland, John (DOT); Jean-Paul, Lesly (DOT); Jones, Gail (DOT); Kandel, Suman (DOT); Kane, Jennifer (DOT); Karthigesan, Jothie (DOT); Kelleher, Brian M. (DOT); Khanna, Rick (DOT); Knapp, David (DOT); Kofitsas, Kostas M. (DOT); Kolla, Narayana (DOT); Korsunsky, Julia (DOT); Lavallee, Paul (DOT); Lee, Donna M. (DOT); Lopes, Kevin (DOT); Lotti, Katherine (DOT); Lozada, John (DOT); Lyons, Maryellen (DOT); Makie, Joan (DOT); Martorana, Craig (DOT); McCollem, Steve (DOT); McGonagle, Dan (DOT); McLaughlin, Steve E. (DOT); Mirabella, Steve (DOT); Moore, William A. (DOT); Navarro, Tom (DOT); Nawrocki, Diane (DOT); Nelson, Jim (DOT); Newberry, Jesse (DOT); Newton, Mark (DOT); Olorunwunmi, Omotunde (DOT); O'Neil, Karen (DOT); O'Neill, Steven D. (DOT); Palavalsa, Kavitha (DOT); Paluses, Robert (DOT); Perduyn, Karen (DOT); Pomakis, Jim (DOT); Ramirez, Alwin T. (DOT); Richard, Jennifer L. (DOT); Riggins, Jerrell (DOT); Rigney, Joseph (DOT); Rinella, Matthew (DOT); Robida, James R. (DOT); Roddy, Samantha (DOT); Rosenberg, Harri (DOT); Sanchez, Miguel (DOT); Seavey, T. Chris (DOT); Shrader, Justin (DOT); Silbaugh, Owen (DOT); Silva, Victor (DOT); Silvernail, Paul (DOT); Sims, Andrew (DOT); Slack, Justin (DOT); Sobczynski, Gregory (DOT); Soma, Stephen (DOT); Spatafore, Michael (DOT); Spriggs, Nicole (DOT); Stowe, William (DOT); Kandel, Suman (DOT); Swan, Adam J. (DOT); Tagzine, Hichame (DOT); Tilley, James (DOT); Tobias, Maria (DOT); Tomkavage, Nicholas (DOT); Totakura, Pruthvi Kumar (DOT); Treanor, Christopher (DOT); Turner, Virginia (DOT); Ummadi, Ramakrishna (DOT); Uy, Lorraine (DOT); Valovcin, Darryl (DOT); Vaughn, Michelle (DOT); Warren, Aric (DOT); Withington, Mark (DOT); Witt, William (DOT); Yee, Bill (DOT); Young, Dana (DOT)

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(DOT); Treanor, Christopher (DOT)

**Subject:** SharePoint 2007 Upgrade to SharePoint Online Phase II

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Thank you,

Doug

**Doug Leccese**

SR. Business Analyst

E: [Douglas.Leccese@dot.state.ma.us](mailto:Douglas.Leccese@dot.state.ma.us)

P: 1 (857) 368-9807 (office)



**From:** [Mirabella, Steve \(DOT\)](#)  
**To:** [Sugerman, Carol \(DOT\)](#)  
**Subject:** Fw: SharePoint 2007 Upgrade to SharePoint Online Phase II  
**Date:** Thursday, May 02, 2019 8:44:54 AM  
**Attachments:** [Checked Out Files Report.xlsx](#)  
[Final Site Details- Batch 2.xlsx](#)

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I noticed you were not included on this...figured you'd want to share with staff

Stephen Mirabella  
Massachusetts Department of Transportation, Information Technology  
857-368-9909  
[www.mass.gov/massdot](http://www.mass.gov/massdot)

---

**From:** Leccese, Douglas (DOT)

**Sent:** Wednesday, May 1, 2019 4:30 PM

**To:** Amato, John E. (DOT); Baldassaro, Bernard X. (DOT); Ball, Dawn (DOT); Barry, Germaine (DOT); Betts, William (DOT); Brandon, Lawrence (DOT); Breen, Marie (DOT); Brewer, Michael (DOT); Bristol, Susan (DOT); Brooks, James E. (DOT); Brown, Karen A. (DOT); Cadorette, John (DOT); Carter, Annemarie (DOT); Castro, Nady (DOT); Champlin, Tom (DOT); Chanthaboun, Sye (DOT); Cheney, Dana (DOT); Chetpelly, Naresh (DOT); Chirokas, David (DOT); Collaro-Surette, Cheryl (DOT); Cousin, Stephen G. (DOT); Cousins, Rosalee (DOT); Crochiere, Kenneth J. (DOT); Dinunzio, Rita (DOT); Dionne, Robert (DOT); DiOrio, Brian E. (DOT); DiPaolo, Thomas A. (DOT); DiPietro, Robert S. (DOT); Duverge, Raquel (DOT); Eagan, Alida (DOT); Faria, Kevin (DOT); Fernandes, Miguel (DOT); Ferringo, William (DOT); Foley, Karyn L. (DOT); Garbaczski, Paul (DOT); Giando, Robin R. (DOT); Grace, Augusto (DOT); Greene, Joel (DOT); Hamel, Roger J. (DOT); Hamwey, Scott (DOT); Hart, Lisa (DOT); Hayes, Meredith C. (DOT); Hughes, Carl (DOT); Hyland, John (DOT); Jean-Paul, Lesly (DOT); Jones, Gail (DOT); Kandel, Suman (DOT); Kane, Jennifer (DOT); Karthigesan, Jothie (DOT); Kelleher, Brian M. (DOT); Khanna, Rick (DOT); Knapp, David (DOT); Kofitsas, Kostas M. (DOT); Kolla, Narayana (DOT); Korsunsky, Julia (DOT); Lavallee, Paul (DOT); Lee, Donna M. (DOT); Lopes, Kevin (DOT); Lotti, Katherine (DOT); Lozada, John (DOT); Lyons, Maryellen (DOT); Makie, Joan (DOT); Martorana, Craig (DOT); McCollem, Steve (DOT); McGonagle, Dan (DOT); McLaughlin, Steve E. (DOT); Mirabella, Steve (DOT); Moore, William A. (DOT); Navarro, Tom (DOT); Nawrocki, Diane (DOT); Nelson, Jim (DOT); Newberry, Jesse (DOT); Newton, Mark (DOT); Olorunwunmi, Omotunde (DOT); O'Neil, Karen (DOT); O'Neill, Steven D. (DOT); Palavalsa, Kavitha (DOT); Paluses, Robert (DOT); Perduyn, Karen (DOT); Pomakis, Jim (DOT); Ramirez, Alwin T. (DOT); Richard, Jennifer L. (DOT); Riggins, Jerrell (DOT); Rigney, Joseph (DOT); Rinella, Matthew (DOT); Robida, James R. (DOT); Roddy, Samantha (DOT); Rosenberg, Harri (DOT); Sanchez, Miguel (DOT); Seavey, T. Chris (DOT); Shrader, Justin (DOT); Silbaugh, Owen (DOT); Silva, Victor (DOT); Silvernail, Paul (DOT); Sims, Andrew (DOT); Slack, Justin (DOT); Sobczynski, Gregory (DOT); Soma, Stephen (DOT); Spatafore, Michael (DOT); Spriggs, Nicole (DOT); Stowe, William (DOT); Kandel, Suman (DOT); Swan, Adam J. (DOT); Tagzine, Hichame (DOT); Tilley, James (DOT); Tobias, Maria (DOT); Tomkavage, Nicholas (DOT); Totakura, Pruthvi Kumar (DOT); Treanor, Christopher (DOT); Turner, Virginia (DOT); Ummadi, Ramakrishna (DOT); Uy, Lorraine (DOT); Valovcin, Darryl (DOT); Vaughn, Michelle (DOT); Warren, Aric (DOT); Withington, Mark (DOT); Witt, William (DOT); Yee, Bill (DOT); Young, Dana (DOT)

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(DOT); Treanor, Christopher (DOT)

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P: 1 (857) 368-9807 (office)



**From:** [Mirabella, Steve \(DOT\)](#)  
**Subject:** Fw: SharePoint 2007 Upgrade to SharePoint Online Phase II  
**Date:** Thursday, May 02, 2019 8:42:30 AM  
**Attachments:** [Final Site Details- Batch 2.xlsx](#)

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**From:** Leccese, Douglas (DOT)

**Sent:** Wednesday, May 1, 2019 4:30 PM

**To:** Amato, John E. (DOT); Baldassaro, Bernard X. (DOT); Ball, Dawn (DOT); Barry, Germaine (DOT); Betts, William (DOT); Brandon, Lawrence (DOT); Breen, Marie (DOT); Brewer, Michael (DOT); Bristol, Susan (DOT); Brooks, James E. (DOT); Brown, Karen A. (DOT); Cadorette, John (DOT); Carter, Annemarie (DOT); Castro, Nady (DOT); Champlin, Tom (DOT); Chanthaboun, Sye (DOT); Cheney, Dana (DOT); Chetpelly, Naresh (DOT); Chirokas, David (DOT); Collaro-Surette, Cheryl (DOT); Cousin, Stephen G. (DOT); Cousins, Rosalee (DOT); Crochiere, Kenneth J. (DOT); Dinunzio, Rita (DOT); Dionne, Robert (DOT); DiOrion, Brian E. (DOT); DiPaolo, Thomas A. (DOT); DiPietro, Robert S. (DOT); Duverge, Raquel (DOT); Eagan, Alida (DOT); Faria, Kevin (DOT); Fernandes, Miguel (DOT); Ferringo, William (DOT); Foley, Karyn L. (DOT); Garbaczeski, Paul (DOT); Giando, Robin R. (DOT); Grace, Augusto (DOT); Greene, Joel (DOT); Hamel, Roger J. (DOT); Hamwey, Scott (DOT); Hart, Lisa (DOT); Hayes, Meredith C. (DOT); Hughes, Carl (DOT); Hyland, John (DOT); Jean-Paul, Lesly (DOT); Jones, Gail (DOT); Kandel, Suman (DOT); Kane, Jennifer (DOT); Karthigesan, Jothie (DOT); Kelleher, Brian M. (DOT); Khanna, Rick (DOT); Knapp, David (DOT); Kofitsas, Kostas M. (DOT); Kolla, Narayana (DOT); Korsunsky, Julia (DOT); Lavallee, Paul (DOT); Lee, Donna M. (DOT); Lopes, Kevin (DOT); Lotti, Katherine (DOT); Lozada, John (DOT); Lyons, Maryellen (DOT); Makie, Joan (DOT); Martorana, Craig (DOT); McCollem, Steve (DOT); McGonagle, Dan (DOT); McLaughlin, Steve E. (DOT); Mirabella, Steve (DOT); Moore, William A. (DOT); Navarro, Tom (DOT); Nawrocki, Diane (DOT); Nelson, Jim (DOT); Newberry, Jesse (DOT); Newton, Mark (DOT); Olorunwunmi, Omotunde (DOT); O'Neil, Karen (DOT); O'Neill, Steven D. (DOT); Palavalsa, Kavitha (DOT); Paluses, Robert (DOT); Perduyn, Karen (DOT); Pomakis, Jim (DOT); Ramirez, Alwin T. (DOT); Richard, Jennifer L. (DOT); Riggins, Jerrell (DOT); Rigney, Joseph (DOT); Rinella, Matthew (DOT); Robida, James R. (DOT); Roddy, Samantha (DOT); Rosenberg, Harri (DOT); Sanchez, Miguel (DOT); Seavey, T. Chris (DOT); Shrader, Justin (DOT); Silbaugh, Owen (DOT); Silva, Victor (DOT); Silvernail, Paul (DOT); Sims, Andrew (DOT); Slack, Justin (DOT); Sobczynski, Gregory (DOT); Soma, Stephen (DOT); Spatafore, Michael (DOT); Spriggs, Nicole (DOT); Stowe, William (DOT); Kandel, Suman (DOT); Swan, Adam J. (DOT); Tagzine, Hichame (DOT); Tilley, James (DOT); Tobias, Maria (DOT); Tomkavage, Nicholas (DOT); Totakura, Pruthvi Kumar (DOT); Treanor, Christopher (DOT); Turner, Virginia (DOT); Ummadi, Ramakrishna (DOT); Uy, Lorraine (DOT); Valovcin, Darryl (DOT); Vaughn, Michelle (DOT); Warren, Aric (DOT); Withington, Mark (DOT); Witt, William (DOT); Yee, Bill (DOT); Young, Dana (DOT)

**Cc:** Kandel, Suman (DOT); Jean-Paul, Lesly (DOT); Rosenberg, Harri (DOT); Newberry, Jesse (DOT); Newton, Mark (DOT); Witt, William (DOT); Ball, Dawn (DOT); Bedard, David (DOT); Tilley, James (DOT); Treanor, Christopher (DOT)

**Subject:** SharePoint 2007 Upgrade to SharePoint Online Phase II

Hello SharePoint Users !

massDOT IT is currently upgrading the current SharePoint 2007 to a Microsoft SharePoint Online O365 environment by the end of June 2019, since the current environment will no longer be

supported by Microsoft.

We are trying to minimize the impact to all site owners, Internal and External users with this new upgrade, therefore this migration is part of a three phase approach for this upgrade. The first phase of the project is currently underway with Phase 1 site owners currently in the User Acceptance Testing (UAT) stage.

The next phase of the project is to reach out to the second batch of Site Owners. The Site Owners on this distribution list have been designated for Phase 2 migration of the project.

For Phase 2, we have begun initial copying of the data to SharePoint Online and UAT is set to begin on 5/21/2019.

***There are tasks that must be completed by the site owners prior to UAT testing to ensure there is minimal impact to users. They are:***

1. The first is to make sure there are no documents that have been **“Checked Out”**. If there are, the last saved version will be migrated over and any updates to **“Check Out”** documents will be lost. Please make sure that all **“Checked Out”** documents have been **“Checked In”**.
2. The second is to make sure that any Workflow Instances that are currently **“In process”** status have been completed or stopped.

***NOTE: During the UAT testing, the site owners would need to be available to test and verify that their site is functioning as expected starting on Tuesday, 5/21/2019 through Monday, 5/27/2019. If a primary admin is not available during this time, please provide a secondary admin resource name to contact.***

***During the final Phase 2 migration of SharePoint 2007, the existing sites will only have READ ONLY ACCESS on 5/28/2019. During this time if you require to update any document, please copy/download those documents from SharePoint 2007 to a location (Network/Local Drive) where you can edit them. After the UAT Testing and full migration is complete, users can then upload the documents to their SharePoint Sites.***

In future e-mails we will be reaching out to all site owners and will be following up and providing status of project, URL's for testing and tasks needed to be completed before UAT begins.

Attached are two documents, the first is a site details sheet where you can find information about your site. The second, is a spreadsheet containing **“Checked Out”** documents that need to be **“Checked In”**.

If you have any questions or concerns please do not hesitate to contact Suman Kandel or myself.

Thank you,

Doug

**Doug Leccese**

SR. Business Analyst

E: [Douglas.Leccese@dot.state.ma.us](mailto:Douglas.Leccese@dot.state.ma.us)

P: 1 (857) 368-9807 (office)



**From:** [Bowes, Tom \(DOT\)](#)  
**To:** [Bowes, Tom \(DOT\)](#)  
**Subject:** FW: Atlas Report: ATLAS Operation Summary Report - Report of key items that occurred in ATLAS for the day  
**Date:** Thursday, May 02, 2019 8:07:27 AM  
**Attachments:** [1760305152.pdf](#)

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Tom Bowes  
Director, Merit Rating Board  
25 Newport Ave Ext.  
Quincy, MA. 02171

Tel: 857-368-7601  
Fax: 857-368-0806

-----Original Message-----

From: RMV Do Not Reply <RMVDoNotReply@state.ma.us>  
Sent: Thursday, May 2, 2019 12:43 AM  
To: Macdonald, Alan (DOT) <alan.macdonald@dot.state.ma.us>; Michalik, Anne (DOT) <Anne.Michalik@dot.state.ma.us>; Donaruma, AnnMarie (DOT) <AnnMarie.Donaruma@dot.state.ma.us>; Goodman, Ben (ATLAS) <ben.goodman@dot.state.ma.us>; Catania, Bill (DOT) <Bill.Catania@dot.state.ma.us>; Winkler, Brian (ATLAS) <Brian.Winkler@dot.state.ma.us>; Mendez, Carolina (DOT) <Carolina.S.Mendez@dot.state.ma.us>; Paquette, Catherine (DOT) <Catherine.Paquette@dot.state.ma.us>; Miller, Chris (ATLAS) <Chris.Miller@dot.state.ma.us>; Ogilvie, Colleen (DOT) <Colleen.Ogilvie@dot.state.ma.us>; Steller, Corrine W. (DOT) <Corrine.W.Steller@dot.state.ma.us>; Eaton, Debra (DOT) <Debra.Eaton@dot.state.ma.us>; Sagi, Diwakar (DOT) <Diwakar.Sagi@dot.state.ma.us>; Duffaut, Edvard (DOT) <Edvard.Duffaut@dot.state.ma.us>; Sheehan, Erin (DOT) <Erin.Sheehan@dot.state.ma.us>; Daley, Gretchen (DOT) <Gretchen.Daley@dot.state.ma.us>; Dilisio, James (DOT) <James.Dilisio@dot.state.ma.us>; Valley, Joan (DOT) <Joan.Valley@dot.state.ma.us>; Hesse, John (ATLAS) <John.Hesse@dot.state.ma.us>; Tatum, John (ATLAS) <john.tatum@dot.state.ma.us>; Orenberg, Joshua (DOT) <Joshua.Orenberg@dot.state.ma.us>; Pedi, Karen (DOT) <Karen.Pedi@dot.state.ma.us>; Costantino, Keith (DOT) <Keith.Costantino@dot.state.ma.us>; Costantino, Keith (DOT) <Keith.Costantino@dot.state.ma.us>; Canaan, Kenneth (DOT) <Kenneth.Canaan@dot.state.ma.us>; Faria, Kevin (DOT) <Kevin.Faria@dot.state.ma.us>; Klosek, Kevin (DOT) <Kevin.Klosek@dot.state.ma.us>; Gleason, Margaret (ATLAS) <Margaret.Gleason@dot.state.ma.us>; Tibma, Mary (DOT) <Mary.Tibma@dot.state.ma.us>; Griffin, Mary Jo (DOT) <MaryJo.Griffin@dot.state.ma.us>; Ariely, Michael (DOT) <Michael.Ariely@dot.state.ma.us>; Flynn, Nathan (ATLAS) <Nathan.Flynn@dot.state.ma.us>; Robare, Robert (DOT) <Robert.Robare@dot.state.ma.us>; Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>; Freeman, Scott (DOT) <Scott.Freeman@dot.state.ma.us>; Evans, Steve (DOT) <Steve.Evans@dot.state.ma.us>; McCollem, Steve (DOT) <Steve.McCollem@dot.state.ma.us>; Crispin, Susan (DOT) <Susan.Crispin@dot.state.ma.us>; Chanthaboun, Sye (DOT) <Sye.Chanthaboun@dot.state.ma.us>; Armistead, Tedford (DOT) <Tedford.Armistead@dot.state.ma.us>; Lacey, TJ (DOT) <Thomas.Lacey@dot.state.ma.us>; Bowes, Tom (DOT) <Tom.Bowes@dot.state.ma.us>; Martin, Zack (DOT) <Zack.A.Martin@dot.state.ma.us>  
Subject: Atlas Report: ATLAS Operation Summary Report - Report of key items that occurred in ATLAS for the day

Report Title: ATLAS Operation Summary Report  
Report Description: Report of key items that occurred in ATLAS for the day  
Processed On: 5/2/2019 12:42:36 AM  
Report Parameters:

Override Date: False  
High Date: 12/31/9999  
Report Date: 5/1/2019

**From:** [Treanor, Christopher \(DOT\)](#)  
**To:** [Carter, Annemarie \(DOT\)](#)  
**Subject:** FW: SharePoint 2007 Upgrade to SharePoint Online Phase II  
**Date:** Thursday, May 02, 2019 7:33:31 AM  
**Attachments:** [Checked Out Files Report.xlsx](#)  
[Final Site Details- Batch 2.xlsx](#)

These are checked out to you or me, or Karen We need to check them in Can you take care of the ones with your name?

| CHECKED OUT TO     | SITE URL                                                     | FILE URL                                                                                                                                                          |
|--------------------|--------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| MASSDOT\acarter    | http://sps/IT/MassDOT_IT_PMO                                 | Project Documentation Templates/Duplicate Templates/Post Implementation Report - ITD CommonWay Template.doc                                                       |
| MASSDOT\acarter    | http://sps/IT/MassDOT_IT_PMO                                 | Project Documentation Templates/Change Request Details- PMO Template.doc                                                                                          |
| MASSDOT\acarter    | http://sps/IT/MassDOT_IT_PMO/Program_Office                  | Shared Documents/PM Personnel/Work and Contact Information/2018 07 IT Managerial Services - Contact Info.xlsx                                                     |
| MASSDOT\acarter    | http://sps/IT/MassDOT_IT_PMO/Program_Office/PMO_SDLC         | Templates Procedures and Guidelines/Policies, Procedures, Guidelines, Standards, and Process Documents/MassDOT_SDLC_Guidelines.docx                               |
| MASSDOT\acarter    | http://sps/IT/MassDOT_IT_PMO/Program_Office/PMO_SDLC/DOTITSC | IT Cap Committee/10 - FY18 CIP Planning/New Project Requests for 061417/2.3 - IT1831 - Project Mgmt and Delivery CIP Plan v0.1.pptx                               |
| MASSDOT\CorziliusK | http://sps/IT/MassDOT_IT_PMO/Program_Office/PMO_SDLC         | Templates Procedures and Guidelines/Vendor Contract Notifications/Archived excel files/Past Due Coming Due 09022015communication file.xlsx                        |
| MASSDOT\CorziliusK | http://sps/IT/MassDOT_IT_PMO/Program_Office/PMO_SDLC         | Templates Procedures and Guidelines/Vendor Contract Notifications/Archived excel files/Past Due Coming Due 09032015communication file.xlsx                        |
| MASSDOT\treanorc   | http://sps/IT                                                | MassDOT Policies Procedures and Directives/Archive Folder/Change_Management_Process_v2.5.docx                                                                     |
| MASSDOT\treanorc   | http://sps/IT/TAG                                            | Shared Documents/15780 - VueWorks/Carrier1-2016-Type 2 SSAE 16-Final Report_Dallas Data Center.pdf                                                                |
| MASSDOT\treanorc   | http://sps/IT/MassDOT_IT_PMO/Program_Office/PMO_SDLC         | Metrics/Service Desk Phone/2016/Queue_Summary_Report Service Desk 0616.pdf                                                                                        |
| MASSDOT\treanorc   | http://sps/IT/MassDOT_IT_PMO/Program_Office/PMO_SDLC         | Templates Procedures and Guidelines/02 Initiation/Archive/MassDOT_Template_Schedule_Master.mpp                                                                    |
| MASSDOT\treanorc   | http://sps/IT/MassDOT_IT_PMO/Program_Office/PMO_SDLC         | Templates Procedures and Guidelines/Process Quality Assurance (PQA)/PQA Reviews/15498_C453_Suspension_Reporting_PQA_v0.1.xlsx                                     |
| MASSDOT\treanorc   | http://sps/IT/MassDOT_IT_PMO/Program_Office/PMO_SDLC         | Templates Procedures and Guidelines/Policies, Procedures, Guidelines, Standards, and Process Documents/Archive/MassDOT_Software_Development_Policy_2016_v2 1.docx |
| MASSDOT\treanorc   | http://sps/IT/MassDOT_IT_PMO/Program_Office/PMO_SDLC         | Templates Procedures and Guidelines/Policies, Procedures, Guidelines, Standards, and Process Documents/Archive/MassDOT_Software_Development_Policy_v3 0.docx      |
| MASSDOT\treanorc   | http://sps/IT/MassDOT_IT_PMO/Program_Office/PMO_SDLC         | Templates Procedures and Guidelines/MassDOT IT Org Charts/MassDOT IT Org Chart 082118.vsd                                                                         |
| MASSDOT\treanorc   | http://sps/IT/MassDOT_IT_PMO/Program_Office/PMO_SDLC         | Templates Procedures and Guidelines/MassDOT IT Org Charts/MBTA IT Org Chart 082118.vsd                                                                            |
| MASSDOT\treanorc   | http://sps/IT/MassDOT_IT_PMO/Program_Office/PMO_SDLC/DOTITSC | IT Cap Committee/04 - Templates/Archive - Do Not Use/MassDOT Project Request Form v3.0 DRAFT.xlsx                                                                 |
| MASSDOT\treanorc   | http://sps/IT/MassDOT_IT_PMO/Program_Office/PMO_SDLC/DOTITSC | IT Cap Committee/10 - FY18 CIP Planning/New Project Requests/Archive - Do Not Use/26 - IT1802 - Project Mgmt and Delivery CIP Plan v3.pptx                        |
| MASSDOT\treanorc   | http://sps/IT/MassDOT_IT_PMO/Program_Office/PMO_SDLC/DOTITSC | IT Cap Committee/10 - FY18 CIP Planning/New Project Requests for 061417/2.2 - IT1850 - Drones CIP Plan Proposal v2.0_JDC9Jun17.pptx                               |

Regards,

Chris Treanor  
 Senior Consultant  
 Hawkins Point Partners  
 (W) 1-857-368-9837 or x3689837

**Schedule Alert:**

*My regular hours are Monday-Thursday 6:30 am - 4:30pm*

**From:** Leccese, Douglas (DOT)  
**Sent:** Wednesday, May 01, 2019 4:31 PM  
**To:** Amato, John E. (DOT); Baldassaro, Bernard X. (DOT); Ball, Dawn (DOT); Barry, Germaine (DOT); Betts, William (DOT); Brandon, Lawrence (DOT); Breen, Marie (DOT); Brewer, Michael (DOT); Bristol, Susan (DOT); Brooks, James E. (DOT); Brown, Karen A. (DOT); Cadorette, John (DOT); Carter, Annemarie (DOT); Castro, Nady (DOT); Champlin, Tom (DOT); Chanthaboun, Sye (DOT); Cheney, Dana (DOT); Chetpelly, Naresh (DOT); Chirokas, David (DOT); Collaro-Surette, Cheryl (DOT); Cousin, Stephen G. (DOT); Cousins, Rosalee (DOT); Crochiere, Kenneth J. (DOT); Dinunzio, Rita (DOT); Dionne, Robert (DOT); DiOrio, Brian E. (DOT); DiPaolo, Thomas A. (DOT); DiPietro, Robert S. (DOT); Duverge, Raquel (DOT); Eagan, Alida (DOT); Faria, Kevin (DOT); Fernandes, Miguel (DOT); Ferringo, William (DOT); Foley, Karyn L. (DOT); Garbaczski, Paul (DOT); Giando, Robin R. (DOT); Grace, Augusto (DOT); Greene, Joel (DOT); Hamel, Roger J. (DOT); Hamwey, Scott (DOT); Hart, Lisa (DOT); Hayes, Meredith C. (DOT); Hughes, Carl (DOT); Hyland, John (DOT); Jean-Paul, Lesly (DOT); Jones, Gail (DOT); Kandel, Suman (DOT); Kane, Jennifer (DOT); Karthigesan, Jothie (DOT); Kelleher, Brian M. (DOT); Khanna, Rick (DOT); Knapp, David (DOT); Kofitsas, Kostas M. (DOT); Kolla, Narayana (DOT); Korsunsky, Julia (DOT); Lavallee, Paul (DOT); Lee, Donna M. (DOT); Lopes, Kevin (DOT); Lotti, Katherine (DOT); Lozada, John (DOT); Lyons, Maryellen (DOT); Makie, Joan (DOT); Martorana, Craig (DOT); McCollem, Steve (DOT); McGonagle, Dan (DOT); McLaughlin, Steve E. (DOT); Mirabella, Steve (DOT); Moore, William A. (DOT); Navarro, Tom (DOT); Nawrocki, Diane (DOT); Nelson, Jim (DOT); Newberry, Jesse (DOT); Newton, Mark (DOT); Olorunwunmi, Omotunde (DOT); O'Neil, Karen (DOT); O'Neill, Steven D. (DOT); Palavalsa, Kavitha (DOT); Paluses, Robert (DOT); Perduyn, Karen (DOT); Pomakis, Jim (DOT); Ramirez, Alwin T. (DOT); Richard, Jennifer L. (DOT); Riggins, Jerrell (DOT); Rigney, Joseph (DOT); Rinella, Matthew (DOT); Robida, James R. (DOT); Roddy, Samantha (DOT);

Rosenberg, Harri (DOT); Sanchez, Miguel (DOT); Seavey, T. Chris (DOT); Shrader, Justin (DOT); Silbaugh, Owen (DOT); Silva, Victor (DOT); Silvernail, Paul (DOT); Sims, Andrew (DOT); Slack, Justin (DOT); Sobczynski, Gregory (DOT); Soma, Stephen (DOT); Spatafore, Michael (DOT); Spriggs, Nicole (DOT); Stowe, William (DOT); Kandel, Suman (DOT); Swan, Adam J. (DOT); Tagzine, Hichame (DOT); Tilley, James (DOT); Tobias, Maria (DOT); Tomkavage, Nicholas (DOT); Totakura, Pruthvi Kumar (DOT); Treanor, Christopher (DOT); Turner, Virginia (DOT); Ummadi, Ramakrishna (DOT); Uy, Lorraine (DOT); Valovcin, Darryl (DOT); Vaughn, Michelle (DOT); Warren, Aric (DOT); Withington, Mark (DOT); Witt, William (DOT); Yee, Bill (DOT); Young, Dana (DOT)  
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Doug

**Doug Leccese**

SR Business Analyst

E: [Douglas.Leccese@dot.state.ma.us](mailto:Douglas.Leccese@dot.state.ma.us)

P: 1 (857) 368-9807 (office)





**From:** [Oracle Business Intelligence](#)  
**Subject:** DOT - Active (Open) Req Details  
**Date:** Thursday, May 02, 2019 7:02:39 AM  
**Attachments:** [DOT - Active \(Open\) Requisition Detail.xlsx](#)

---

Please see attached report for current DOT - Active (Open) Requisition Details

**From:** [Bowes, Tom \(DOT\)](#)  
**To:** [Shackett, Christopher \(DOT\)](#)  
**Subject:** FW: Atlas Report: ATLAS Operation Summary Report - Report of key items that occurred in ATLAS for the day  
**Date:** Thursday, May 02, 2019 6:52:00 AM  
**Attachments:** [1760305152.pdf](#)

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Good Morning,

I was looking on page 10 of this daily report when I saw there appears to be 23 batches? Of owner hearing requests that are over 90 days?  
Could you look into this and let me know what you find.

Thanks,  
Tom

Tom Bowes  
Director, Merit Rating Board  
25 Newport Ave Ext.  
Quincy, MA. 02171

Tel: 857-368-7601  
Fax: 857-368-0806

-----Original Message-----

**From:** RMV Do Not Reply <RMVDoNotReply@state.ma.us>  
**Sent:** Thursday, May 2, 2019 12:43 AM  
**To:** Macdonald, Alan (DOT) <alan.macdonald@dot.state.ma.us>; Michalik, Anne (DOT) <Anne.Michalik@dot.state.ma.us>; Donaruma, AnnMarie (DOT) <AnnMarie.Donaruma@dot.state.ma.us>; Goodman, Ben (ATLAS) <ben.goodman@dot.state.ma.us>; Catania, Bill (DOT) <Bill.Catania@dot.state.ma.us>; Winkler, Brian (ATLAS) <Brian.Winkler@dot.state.ma.us>; Mendez, Carolina (DOT) <Carolina.S.Mendez@dot.state.ma.us>; Paquette, Catherine (DOT) <Catherine.Paquette@dot.state.ma.us>; Miller, Chris (ATLAS) <Chris.Miller@dot.state.ma.us>; Ogilvie, Colleen (DOT) <Colleen.Ogilvie@dot.state.ma.us>; Steller, Corrine W. (DOT) <Corrine.W.Steller@dot.state.ma.us>; Eaton, Debra (DOT) <Debra.Eaton@dot.state.ma.us>; Sagi, Diwakar (DOT) <Diwakar.Sagi@dot.state.ma.us>; Duffaut, Edvard (DOT) <Edvard.Duffaut@dot.state.ma.us>; Sheehan, Erin (DOT) <Erin.Sheehan@dot.state.ma.us>; Daley, Gretchen (DOT) <Gretchen.Daley@dot.state.ma.us>; Dilisio, James (DOT) <James.Dilisio@dot.state.ma.us>; Valley, Joan (DOT) <Joan.Valley@dot.state.ma.us>; Hesse, John (ATLAS) <John.Hesse@dot.state.ma.us>; Tatum, John (ATLAS) <john.tatum@dot.state.ma.us>; Orenberg, Joshua (DOT) <Joshua.Orenberg@dot.state.ma.us>; Pedi, Karen (DOT) <Karen.Pedi@dot.state.ma.us>; Costantino, Keith (DOT) <Keith.Costantino@dot.state.ma.us>; Costantino, Keith (DOT) <Keith.Costantino@dot.state.ma.us>; Canaan, Kenneth (DOT) <Kenneth.Canaan@dot.state.ma.us>; Faria, Kevin (DOT) <Kevin.Faria@dot.state.ma.us>; Klosek, Kevin (DOT) <Kevin.Klosek@dot.state.ma.us>; Gleason, Margaret (ATLAS) <Margaret.Gleason@dot.state.ma.us>; Tibma, Mary (DOT) <Mary.Tibma@dot.state.ma.us>; Griffin, Mary Jo (DOT) <MaryJo.Griffin@dot.state.ma.us>; Ariely, Michael (DOT) <Michael.Ariely@dot.state.ma.us>; Flynn, Nathan (ATLAS) <Nathan.Flynn@dot.state.ma.us>; Robare, Robert (DOT) <Robert.Robare@dot.state.ma.us>; Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>; Freeman, Scott (DOT) <Scott.Freeman@dot.state.ma.us>; Evans, Steve (DOT) <Steve.Evans@dot.state.ma.us>; McCollem, Steve (DOT) <Steve.McCollem@dot.state.ma.us>; Crispin, Susan (DOT) <Susan.Crispin@dot.state.ma.us>; Chanthaboun, Sye (DOT) <Sye.Chanthaboun@dot.state.ma.us>; Armistead, Tedford (DOT) <Tedford.Armistead@dot.state.ma.us>; Lacey, TJ (DOT) <Thomas.Lacey@dot.state.ma.us>; Bowes, Tom (DOT) <Tom.Bowes@dot.state.ma.us>; Martin, Zack (DOT) <Zack.A.Martin@dot.state.ma.us>  
**Subject:** Atlas Report: ATLAS Operation Summary Report - Report of key items that occurred in ATLAS for the day

**Report Title:** ATLAS Operation Summary Report  
**Report Description:** Report of key items that occurred in ATLAS for the day

Processed On: 5/2/2019 12:42:36 AM

Report Parameters:

Override Date: False

High Date: 12/31/9999

Report Date: 5/1/2019

**From:** [Bowes, Tom \(DOT\)](#)  
**To:** [Eaton, Debra \(DOT\)](#)  
**Subject:** FW: Atlas Report: ATLAS Operation Summary Report - Report of key items that occurred in ATLAS for the day  
**Date:** Thursday, May 02, 2019 6:47:00 AM  
**Attachments:** [1760305152.pdf](#)

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Tom Bowes  
Director, Merit Rating Board  
25 Newport Ave Ext.  
Quincy, MA. 02171

Tel: 857-368-7601  
Fax: 857-368-0806

-----Original Message-----

From: RMV Do Not Reply <RMVDoNotReply@state.ma.us>  
Sent: Thursday, May 2, 2019 12:43 AM  
To: Macdonald, Alan (DOT) <alan.macdonald@dot.state.ma.us>; Michalik, Anne (DOT) <Anne.Michalik@dot.state.ma.us>; Donaruma, AnnMarie (DOT) <AnnMarie.Donaruma@dot.state.ma.us>; Goodman, Ben (ATLAS) <ben.goodman@dot.state.ma.us>; Catania, Bill (DOT) <Bill.Catania@dot.state.ma.us>; Winkler, Brian (ATLAS) <Brian.Winkler@dot.state.ma.us>; Mendez, Carolina (DOT) <Carolina.S.Mendez@dot.state.ma.us>; Paquette, Catherine (DOT) <Catherine.Paquette@dot.state.ma.us>; Miller, Chris (ATLAS) <Chris.Miller@dot.state.ma.us>; Ogilvie, Colleen (DOT) <Colleen.Ogilvie@dot.state.ma.us>; Steller, Corrine W. (DOT) <Corrine.W.Steller@dot.state.ma.us>; Eaton, Debra (DOT) <Debra.Eaton@dot.state.ma.us>; Sagi, Diwakar (DOT) <Diwakar.Sagi@dot.state.ma.us>; Duffaut, Edvard (DOT) <Edvard.Duffaut@dot.state.ma.us>; Sheehan, Erin (DOT) <Erin.Sheehan@dot.state.ma.us>; Daley, Gretchen (DOT) <Gretchen.Daley@dot.state.ma.us>; Dilisio, James (DOT) <James.Dilisio@dot.state.ma.us>; Valley, Joan (DOT) <Joan.Valley@dot.state.ma.us>; Hesse, John (ATLAS) <John.Hesse@dot.state.ma.us>; Tatum, John (ATLAS) <john.tatum@dot.state.ma.us>; Orenberg, Joshua (DOT) <Joshua.Orenberg@dot.state.ma.us>; Pedi, Karen (DOT) <Karen.Pedi@dot.state.ma.us>; Costantino, Keith (DOT) <Keith.Costantino@dot.state.ma.us>; Costantino, Keith (DOT) <Keith.Costantino@dot.state.ma.us>; Canaan, Kenneth (DOT) <Kenneth.Canaan@dot.state.ma.us>; Faria, Kevin (DOT) <Kevin.Faria@dot.state.ma.us>; Klosek, Kevin (DOT) <Kevin.Klosek@dot.state.ma.us>; Gleason, Margaret (ATLAS) <Margaret.Gleason@dot.state.ma.us>; Tibma, Mary (DOT) <Mary.Tibma@dot.state.ma.us>; Griffin, Mary Jo (DOT) <MaryJo.Griffin@dot.state.ma.us>; Ariely, Michael (DOT) <Michael.Ariely@dot.state.ma.us>; Flynn, Nathan (ATLAS) <Nathan.Flynn@dot.state.ma.us>; Robare, Robert (DOT) <Robert.Robare@dot.state.ma.us>; Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>; Freeman, Scott (DOT) <Scott.Freeman@dot.state.ma.us>; Evans, Steve (DOT) <Steve.Evans@dot.state.ma.us>; McCollem, Steve (DOT) <Steve.McCollem@dot.state.ma.us>; Crispin, Susan (DOT) <Susan.Crispin@dot.state.ma.us>; Chanthaboun, Sye (DOT) <Sye.Chanthaboun@dot.state.ma.us>; Armistead, Tedford (DOT) <Tedford.Armistead@dot.state.ma.us>; Lacey, TJ (DOT) <Thomas.Lacey@dot.state.ma.us>; Bowes, Tom (DOT) <Tom.Bowes@dot.state.ma.us>; Martin, Zack (DOT) <Zack.A.Martin@dot.state.ma.us>  
Subject: Atlas Report: ATLAS Operation Summary Report - Report of key items that occurred in ATLAS for the day

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Report Date: 5/1/2019

**From:** [RMV Do Not Reply](#)  
**To:** [Macdonald, Alan \(DOT\)](#); [Michalik, Anne \(DOT\)](#); [Donaruma, AnnMarie \(DOT\)](#); [Goodman, Ben \(ATLAS\)](#); [Catania, Bill \(DOT\)](#); [Winkler, Brian \(ATLAS\)](#); [Mendez, Carolina \(DOT\)](#); [Paquette, Catherine \(DOT\)](#); [Miller, Chris \(ATLAS\)](#); [Ogilvie, Colleen \(DOT\)](#); [Steller, Corrine W. \(DOT\)](#); [Eaton, Debra \(DOT\)](#); [Sagi, Diwakar \(DOT\)](#); [Duffaut, Edvard \(DOT\)](#); [Sheehan, Erin \(DOT\)](#); [Daley, Gretchen \(DOT\)](#); [Dilisio, James \(DOT\)](#); [Valley, Joan \(DOT\)](#); [Hesse, John \(ATLAS\)](#); [Tatum, John \(ATLAS\)](#); [Orenberg, Joshua \(DOT\)](#); [Pedi, Karen \(DOT\)](#); [Costantino, Keith \(DOT\)](#); [Costantino, Keith \(DOT\)](#); [Canaan, Kenneth \(DOT\)](#); [Faria, Kevin \(DOT\)](#); [Klosek, Kevin \(DOT\)](#); [Gleason, Margaret \(ATLAS\)](#); [Tibma, Mary \(DOT\)](#); [Griffin, Mary Jo \(DOT\)](#); [Ariely, Michael \(DOT\)](#); [Flynn, Nathan \(ATLAS\)](#); [Robare, Robert \(DOT\)](#); [Lavole, Sara \(DOT\)](#); [Freeman, Scott \(DOT\)](#); [Evans, Steve \(DOT\)](#); [McCollem, Steve \(DOT\)](#); [Crispin, Susan \(DOT\)](#); [Chanthaboun, Sye \(DOT\)](#); [Armistead, Tedford \(DOT\)](#); [Lacey, TJ \(DOT\)](#); [Bowes, Tom \(DOT\)](#); [Martin, Zack \(DOT\)](#)  
**Subject:** Atlas Report: ATLAS Operation Summary Report - Report of key items that occurred in ATLAS for the day  
**Date:** Thursday, May 02, 2019 12:42:52 AM  
**Attachments:** [1760305152.pdf](#)

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Report Title: ATLAS Operation Summary Report  
Report Description: Report of key items that occurred in ATLAS for the day  
Processed On: 5/2/2019 12:42:36 AM  
Report Parameters:

Override Date: False  
High Date: 12/31/9999  
Report Date: 5/1/2019

**From:** [RMV Do Not Reply](#)  
**To:** [Macdonald, Alan \(DOT\)](#); [Michalik, Anne \(DOT\)](#); [Donaruma, AnnMarie \(DOT\)](#); [Goodman, Ben \(ATLAS\)](#); [Catania, Bill \(DOT\)](#); [Winkler, Brian \(ATLAS\)](#); [Mendez, Carolina \(DOT\)](#); [Paquette, Catherine \(DOT\)](#); [Miller, Chris \(ATLAS\)](#); [Ogilvie, Colleen \(DOT\)](#); [Steller, Corrine W. \(DOT\)](#); [Eaton, Debra \(DOT\)](#); [Sagi, Diwakar \(DOT\)](#); [Duffaut, Edvard \(DOT\)](#); [Sheehan, Erin \(DOT\)](#); [Daley, Gretchen \(DOT\)](#); [Dilisio, James \(DOT\)](#); [Valley, Joan \(DOT\)](#); [Hesse, John \(ATLAS\)](#); [Tatum, John \(ATLAS\)](#); [Orenberg, Joshua \(DOT\)](#); [Pedi, Karen \(DOT\)](#); [Costantino, Keith \(DOT\)](#); [Costantino, Keith \(DOT\)](#); [Canaan, Kenneth \(DOT\)](#); [Faria, Kevin \(DOT\)](#); [Klosek, Kevin \(DOT\)](#); [Gleason, Margaret \(ATLAS\)](#); [Tibma, Mary \(DOT\)](#); [Griffin, Mary Jo \(DOT\)](#); [Ariely, Michael \(DOT\)](#); [Flynn, Nathan \(ATLAS\)](#); [Robare, Robert \(DOT\)](#); [Lavole, Sara \(DOT\)](#); [Freeman, Scott \(DOT\)](#); [Evans, Steve \(DOT\)](#); [McCollem, Steve \(DOT\)](#); [Crispin, Susan \(DOT\)](#); [Chanthaboun, Sye \(DOT\)](#); [Armistead, Tedford \(DOT\)](#); [Lacey, TJ \(DOT\)](#); [Bowes, Tom \(DOT\)](#); [Martin, Zack \(DOT\)](#)  
**Subject:** Atlas Report: ATLAS Operation Summary Report - Report of key items that occurred in ATLAS for the day  
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**Attachments:** [1760305152.pdf](#)

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**From:** [RMV Do Not Reply](#)  
**To:** [Goodman, Ben \(ATLAS\)](#); [Catania, Bill \(DOT\)](#); [Winkler, Brian \(ATLAS\)](#); [Ogilvie, Colleen \(DOT\)](#); [Sagi, Diwakar \(DOT\)](#); [Nelson, Jim \(DOT\)](#); [Valley, Joan \(DOT\)](#); [Primerano, John \(DOT\)](#); [Hughes, Kathleen \(DOT\)](#); [Fahy, Kayla \(DOT\)](#); [Canaan, Kenneth \(DOT\)](#); [Faria, Kevin \(DOT\)](#); [Kassimis, Kristian \(DOT\)](#); [Bolsover, Laura \(DOT\)](#); [Sandonato, Lisa \(DOT\)](#); [Gleason, Margaret \(ATLAS\)](#); [RMV-DL - RMV Business Support](#); [Delmastro, Sharon M. \(DOT\)](#); [McCollem, Steve \(DOT\)](#); [Chanthaboun, Sye \(DOT\)](#); [Armistead, Tedford \(DOT\)](#)  
**Subject:** Atlas Report: Daily Migrations - Daily Migrations  
**Date:** Thursday, May 02, 2019 12:42:23 AM  
**Attachments:** [686563328.pdf](#)

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Report Title: Daily Migrations  
Report Description: Daily Migrations  
Processed On: 5/2/2019 12:42:13 AM  
Report Parameters:

Date From: 4/30/2019  
Date To: 5/1/2019  
Env: MRP

**From:** [RMV Do Not Reply](#)  
**To:** [Goodman, Ben \(ATLAS\)](#); [Catania, Bill \(DOT\)](#); [Winkler, Brian \(ATLAS\)](#); [Ogilvie, Colleen \(DOT\)](#); [Sagi, Diwakar \(DOT\)](#); [Nelson, Jim \(DOT\)](#); [Valley, Joan \(DOT\)](#); [Primerano, John \(DOT\)](#); [Hughes, Kathleen \(DOT\)](#); [Fahy, Kayla \(DOT\)](#); [Canaan, Kenneth \(DOT\)](#); [Faria, Kevin \(DOT\)](#); [Kassimis, Kristian \(DOT\)](#); [Bolsover, Laura \(DOT\)](#); [Sandonato, Lisa \(DOT\)](#); [Gleason, Margaret \(ATLAS\)](#); [RMV-DL - RMV Business Support](#); [Delmastro, Sharon M. \(DOT\)](#); [McCollem, Steve \(DOT\)](#); [Chanthaboun, Sye \(DOT\)](#); [Armistead, Tedford \(DOT\)](#)  
**Subject:** Atlas Report: Daily Migrations - Daily Migrations  
**Date:** Thursday, May 02, 2019 12:42:22 AM  
**Attachments:** [686563328.pdf](#)

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Report Title: Daily Migrations  
Report Description: Daily Migrations  
Processed On: 5/2/2019 12:42:13 AM  
Report Parameters:

Date From: 4/30/2019  
Date To: 5/1/2019  
Env: MRP



**From:** [Steve LeVine](#)  
**To:** [Goddard, Jacquelyn \(DOT\)](#)  
**Subject:** Axios Future: Deepfakes for good — China's fixation — Amazonian speed  
**Date:** Wednesday, May 01, 2019 6:46:22 PM



[View in browser](#)

PRESENTED BY HEWLETT PACKARD ENTERPRISE

# Axios Future

By Steve LeVine · May 01, 2019

**Have your friends signed up?**

**Any stories we should be chasing?** Hit reply to this email or message me at [steve@axios.com](mailto:steve@axios.com). Kaveh Waddell is at [kaveh@axios.com](mailto:kaveh@axios.com) and Erica Pandey at [erica@axios.com](mailto:erica@axios.com).

Okay, let's start with ...

## 1 big thing: Deepfakes for good

Illustration of Mona Lisa in a t-shirt with a peace sign



Illustration: Sarah Grillo/Axios

What do you do with a technology that could restore the voices of people who have lost theirs — but also sow chaos and incite violence?

*Kaveh reports:* A growing group of companies are walking this tightrope, betting they can deploy deepfakes — videos, audio and photos that are altered or generated by AI — as a force for good, or at least non-malign purposes, while keeping the technology away from those who would use it to do harm.

**These entrepreneurs are playing with fire.** Experts have long warned

that the power to convincingly alter or invent video or audio could be a dangerous weapon in the wrong hands.

- **Easily forged videos** of world leaders could supercharge fake news or help trolls set off political crises from the comfort of their homes.
- **But some argue** that there is no stopping deepfakes. "The technology exists," says Danika Laszuk, who leads Betaworks Camp, a New York City startup accelerator. "There are no genie-back-in-the-bottle moments."

**The big picture:** Deepfakes — or "synthetic media" — have largely been the purview of academics and online trolls for the few years they've been around.

- **Researchers publish papers and demos** of new AI techniques. Anonymous tinkerers use them to create and disseminate political gags or nonconsensual porn.
- **Now, as the technology matures**, several companies have emerged to offer commercial applications — mostly in creative industries like filmmaking.

**Details:** Betaworks is convening seven synthetic media startups for a three-month program this summer — and investing \$200,000 in each.

- **They include** Radical, which turns 2D videos into 3D scenes; Auxuman, which has an AI-generated avatar that plays AI-generated music; and Dzomo, which wants to replace expensive stock photography with deepfake images.
- **They will join** a slowly growing field of synthetic media companies. Synthesia, a new startup co-founded by a former Stanford professor, can convincingly dub videos into new languages. In a demo, British soccer legend David Beckham delivers a PSA about malaria in nine languages — most of which he does not actually speak.

- **Perhaps the best** example of deepfakes for good: Lyrebird, a company that creates digital voices that mimic actual speakers, is cloning the voices of people with ALS in order to allow them to continue communicating once they can no longer speak.

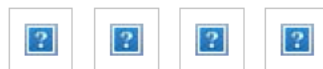
**Making money** off of deepfakes requires extreme care, says Hany Farid, a Dartmouth professor and leading expert on synthetic media. Companies must build safeguards from the very beginning, he says.

*"The abuses of social media should be a cautionary tale — the model of 'move fast and break things' is fatally flawed, and we should adopt a mantra of move slowly, innovate and don't break things."*

— Hany Farid, Dartmouth

**For now**, Lyrebird and Synthesia are relying mostly on ethics policies: They say they won't alter a video or audio clip of a person without their express consent.

- Laszuk says that testing how to keep the tech safe will be a top priority for the Betaworks startups.
- One participant is developing technology to *detect* deepfakes, and its work — plus advice from outside ethics experts — is meant to push the founders to build in systems that prevent the exploitation of their discoveries.



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## 2. China fixates on the number 6



President Xi Jinping at Belt and Road conference last week. Photo: Wang Zhao/AFP/Getty

At China's big Belt and Road conference last week in Beijing, local officials bandied about a new moniker for the spidery, geopolitically important system of infrastructure it is building around the world — "Six Corridors, Six Roads."

**The name gives more description** to a project that fans out from China, around the region, and to most of the other continents, reflecting Beijing's ambitions, like Rome, to make all roads lead to it.

**The big picture:** Technically speaking, the designation is not new —

Chinese President Xi Jinping first made Six Corridors, Six Roads public two years ago. But last week's heavy emphasis shows the Chinese are doubling down on it, says Jonathan Hillman, director of the Reconnecting Asia Project at the Center for Strategic and International Studies.

- **The six designated corridors** go through Russia, northern Central Asia, southern Central Asia, Pakistan, India, and Indochina.
- **"The magnitude of China's** vision overshadows anything else currently on the world stage," Hillman says.
- **But at the same time**, the Chinese have laid bare something less impressive: "With one notable exception, the corridors are still more aspirational than reality."

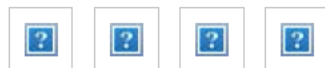
**That is, only the Pakistani** route is being fully built out. The others are more skeletal.

**Over lunch today in D.C.**, Parag Khanna, author of ["The Future is Asian,"](#) said that faulty Western reasoning is turning Chinese ambitions into fears of a new Cold War.

- In terms of superpower competition with the U.S., China is simply an added actor in an already multipolar world, he said.
- "The answer to the question of who will be No. 1 is, 'neither.'"

**Yet, China continues its march** to lay down its Six Roads infrastructure. On Monday, Xi and Swiss President Ueli Maurer [signed a memorandum of understanding](#) to cooperate on the project.

**Go deeper:** [Belt and Road is full of holes](#)



### 3. Amazonian speed

A man stands next to a conveyer belt with Amazon packages on it



Cliff Knight at his work station. Photo: Erica Pandey/Axios

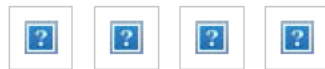
Erica spent yesterday afternoon at a 1-million-square-foot Amazon warehouse in Baltimore, where over 2,500 workers assemble, package and ship out orders every day.

*She writes:* I asked Cliff Knight (above), who works at a packing station, if I

could attempt to pack one of the boxes. He cautiously agreed.

- **It took me** between two and three minutes to scan a container of Tide Pods, assemble the box, print and add the shipping label, and tape the box shut — probably bad enough to get fired.
- **Cliff says he typically** gets through a box in 5–15 seconds.

**Fun fact:** Amazon says the time that elapses between a customer clicking "buy" and the item getting packaged and shipped is four hours.



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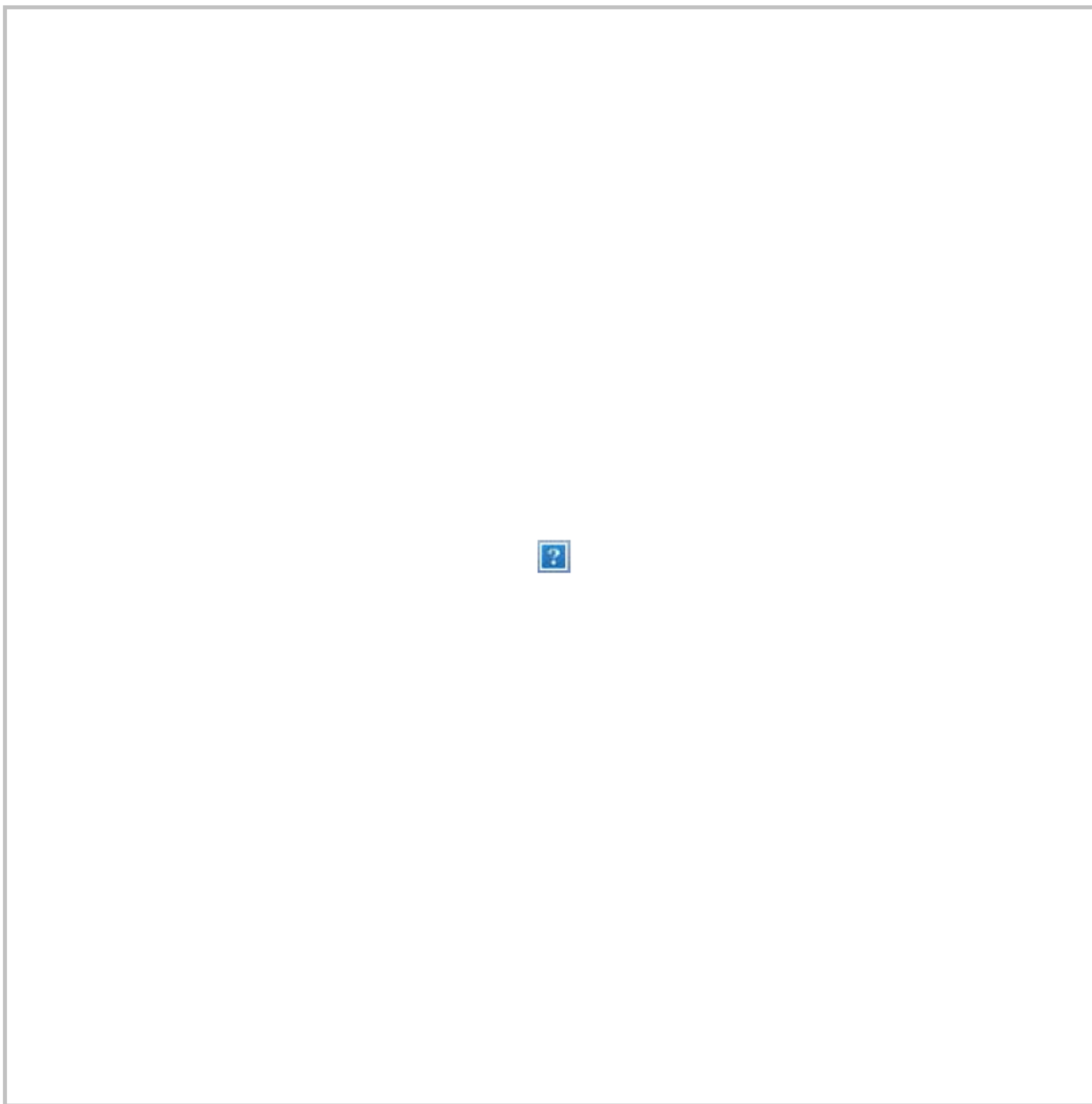
A MESSAGE FROM HEWLETT PACKARD ENTERPRISE

## 5 important questions to ask consumption IT vendors



Consumption-based IT marks a paradigm in how enterprise organizations will operate. It focuses on as-a-service outcomes and delivers the best of both public cloud and on-premises IT. No two consumption models are the same, so it is critical to ask these five questions when exploring a new vendor.

#### 4. Worthy of your time



Reproduced from the [Economic Policy Institute](#); Chart: Axios Visuals

**Huawei's identity crisis** (*Li Yuan* — [NYT](#))

**The teacher wage penalty** (*Dion Rabouin* — [Axios](#))

**8 million empty homes** (*Tomohiro Ebuchi, Shohei Nomoto* — [Nikkei Asian Review](#))

**Sneaky Juul shares in your portfolio** (*Lizette Chapman* — [Bloomberg](#))

**Oregon: Amazon's facial recognition lab** (*Drew Harwell* — [WP](#))



## 5. 1 Barbie thing: A plague of fakes

A collection of Barbie dolls on display in France



Photo: Chesnot/Getty

There are 22,000 Barbie knockoffs in Minnesota — and Minneapolis authorities are cracking down.

*Erica writes:* The Feds have asked the U.S. Attorney's Office in Minneapolis

for a warrant that would allow U.S. Customs and Border Protection to destroy the counterfeit dolls, which arrived from Hong Kong and were seized in 2017 at the Canadian border, [reports the Star Tribune](#).

- **The dolls were headed** for a smattering of Dollar Tree stores in the area.
- **The giveaway**, per authorities: "The shape of the mouth, including the upturned upper lip and shape of the dimples at the corner of the mouth."



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A MESSAGE FROM HEWLETT PACKARD ENTERPRISE

## Baseball execs share five lessons for today's IT leaders

Both baseball executives and IT leaders have major roles in big business decisions. Their newest task: shepherding their respective industries through an era of digital disruption. [Baseball execs share five ways anyone in IT can thrive during this transition.](#)

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**From:** [Riley, Judith \(DOT\)](#)  
**To:** [Riley, Judith \(DOT\)](#)  
**Subject:** MassDOT EOD  
**Date:** Wednesday, May 01, 2019 6:11:11 PM

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## **BOSTON GLOBE**

- Possible for Thursday, Matt Stout is writing about the MBTA Retirement Fund and, separately, the status of negotiations between the MBTA and Local 589 toward a new pension agreement, which are separate and discrete functions and enterprises. Regarding a new pension agreement, the T said, negotiations between the MBTA and Local 589 in pursuit of a new pension agreement remain ongoing. On the distinctly separate topic of the MBTA Retirement Fund, the MBTA indicated that the appointees to the MBTA Retirement Fund are not involved in negotiating the pension agreement. The Retirement Fund board members have a fiduciary responsibility to maximize the fund's investment returns. Attendant to that is the belief strongly held by the MBTA and its appointees to the Retirement Fund that investing through PRIM will improve returns, and doing so does not require any new agreement or change to any existing agreements to do so.
- Max Reyes spoke with Assistant General Manager of System-wide Accessibility Laura Brelsford about the six-month pilot in which Aira's human AI technology will be free to use within the MBTA service area beginning today. Brelsford described how the pilot came to be. Brelsford also noted that Aira users typically buy minutes for the service, or private businesses and government agencies can sponsor minutes. While Aira hoped the MBTA would be a sponsor, Brelsford said we wanted to see first how this technology would impact our customers. As such, for the next six months, any Aira user can use the app for free whenever they're on the MBTA. In exchange, the T agreed to do targeted outreach to Blind Access CharlieCard users, blind or low vision RIDE users, and area blind or low vision community groups. The T also agreed to gather data so that both parties better understand the app's impact. The soft launch of the pilot is today and tomorrow with the official kick off on Friday, May 3. There is no cost to the MBTA during this six-month pilot. Brelsford noted that Aira recognizes public transit as an important, critical niche for blind or low vision folks and living independently. Brelsford said that SWA's sole focus is finding ways to make the system easier for people to use more independently, and when you can do that in ways that people are excited about, it's a really great feeling. Next steps after the pilot ends include data analysis and potential funding options. At a minimum, a formal procurement process would be required.
- A reporter has filed a public records request seeking: "Any audits and reviews conducted since Jan. 1, 2018 regarding reimbursements to State Police and/or trooper assignments and equipment expenditures, the final bid submission Ernst & Young submitted before MassDOT selected the firm as a consultant to provide technical assistance with financial oversight of State Police, MassDOT's contract with Ernst & Young to provide technical assistance with financial oversight of State Police and any/all reports/audits/recommendations from Ernst & Young in its role as a consultant to provide technical assistance with financial oversight of State Police."
- A reporter has asked questions regarding traffic volumes. A response is pending.

## **BOSTON.COM**

- Dia Dwyer inquired about work on the Central Square elevator, asking, “Why is it taking so long to repair the elevator? Are any steps being taken to expedite the work? Is shutting down service on a weekend... being considered? Rep. Mike Connolly mentioned an accessibility improvement plan for Central Square -- and that as part of that redundant elevators will be installed. Is there any more information about this plan available?” Dwyer was sent detailed information about the unforeseen issues at Central (that include an issue with the stand pipe and 17 unforeseen existing conduits in the elevator shaft that need to be relocated), why these issues are difficult and lengthy, and updated timeline for repairs as they currently stand. Both the stand pipe repair and the conduit relocation work can only be performed during non-revenue hours (1:30-4:30 AM) because it requires the shutdown of traction power inside the station. The MBTA understands the frustration of our customers and is exploring all possibilities to expedite while maintaining Red Line service and work site safety. Efforts to expedite include exploring the possibility of performing some conduit relocation work without a shutdown of the power for Red Line trains where it is safe to do so. That said, safety continues to be the MBTA’s first priority. The option to shutdown weekend service was found to not be possible. A station shut down without cutting off traction power for the train does not provide access to the right of way where the work needs to be performed. Additionally, there is extreme difficulty in quickly planning a weekend shuttle bus diversion. The MBTA is fully committed to continuous accessibility improvements. Information on the MBTA’s Plan for Accessible Transit Infrastructure (PATI) was forwarded to Dwyer. The plan includes an aggressive twenty-year plan for expanding accessibility system-wide. Our current capital plan includes over \$500 million in accessibility focused projects. Many of these projects are well underway and include replacement of the elevators at Central with redundant elevators at Central Square currently under design.

## **MASSPORT MULTIPLE OUTLETS**

- Multiple media outlets were at Logan Airport earlier today for the kick off of new incentives for Logan Express riders on both Back Bay and Braintree services. Back Bay passengers have a new \$3 fare to Logan and FREE from Logan to Back Bay, as well as priority security checkpoint access. The Braintree service was increased to 20 minute headways, down from 30 minutes. Massport is looking at making other changes in the near future. This is all part of Massport’s overall ground transportation plan to reduce congestion and improve customer service.

## **WBZ RADIO**

- This outlet inquired about a disabled train on the Red Line this morning. At approximately 8:42 a.m., a Red Line train became disabled at JFK/UMass. Passengers were de-boarded from this train and accommodated by a train that was directly behind the disabled train. No delays resulted.
- This outlet requested confirmation that Davis Square was closed this morning for a police investigation. This was confirmed: <https://twitter.com/MBTA/status/1123599200170729474>

## **WCVB**



- A producer asked for the current number of sports-related specialty plates that have been issued in each series. She also asked for similar information for the following plates, if possible: ALS (Amyotrophic Lateral Sclerosis) One, Basketball Hall of Fame, Blackstone ValleyCape Ann, Cape Cod & Islands, Choose Life, Conquer Cancer Coalition, Cure Breast Cancer, Fallen Heroes, Firefighters Memorial, Fish & Wildlife, Freemasonry, Fresh and Local, Habitat and Heritage, Invest in Children, Olympic Spirit, Maratha's Vineyard, Massachusetts Animal Coalition, Nantucket Island, Pan Mass Challenge, Plymouth 400, Right Whale, State Police Benevolent Fund, UMass, United We Stand or White Shark plates. This request is pending.
- A reporter requested background info on the Route 128/I-95 Add-A-Lane project. The reporter was given details including cost, timeline, scope, benefits, and work area.

### **STATE HOUSE NEWS SERVICE**

- A reporter asked if House Bill 69 would allocate Chapter 90 Program funds for Fiscal Year 2019 or Fiscal Year 2020. MassDOT advised the reporter that the legislation would fund the Fiscal Year 2020 Chapter 90 Program.

### **MASSLIVE**

- A reporter requested information on the Kelley Square project. The reporter was advised that MassDOT is participating in a Monday meeting being held by the City of Worcester and presenting on landscape/streetscape aspects. The plans are at 75/100% design (per project schedule) and were submitted on April 29. The next submission is the PS&E Submittal due on June 12. The MassDOT project design is continuing on schedule.
- A reporter with this outlet contacted MassDOT to ask for information regarding license renewals for individuals with a Temporary Protected Status. This request is pending.

### **WBZ AM, NBC BOSTON**

- The stations asked about a crash this morning in Mansfield on I-495 southbound and MassDOT referred the outlets to State Police. State Police say two lanes southbound were closed just south of exit 14 and there was a serious injury to one occupant of a vehicle.

### **VICE MAGAZINE**

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**To:** [Riley, Judith \(DOT\)](#)  
**Subject:** Re: MassDOT EOD Updated  
**Date:** Wednesday, May 01, 2019 6:06:42 PM

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- This outlet requested confirmation that Davis Square was closed this morning for a police investigation. This was confirmed: <https://twitter.com/MBTA/status/1123599200170729474>

## **WCVB**

- A producer asked for the current number of sports-related vanity plates that have been issued in each series. She also asked for similar information for the following plates, if possible: ALS (Amyotrophic Lateral Sclerosis) One, Basketball Hall of Fame, Blackstone ValleyCape Ann, Cape Cod & Islands, Choose Life, Conquer Cancer Coalition, Cure Breast Cancer, Fallen Heroes, Firefighters Memorial, Fish & Wildlife, Freemasonry, Fresh and Local, Habitat and Heritage, Invest in Children, Olympic Spirit, Maratha's Vineyard, Massachusetts Animal Coalition, Nantucket Island, Pan Mass Challenge, Plymouth 400, Right Whale, State Police Benevolent Fund, UMass, United We Stand or White Shark plates. This request is pending.
- A reporter requested background info on the Route 128/I-95 Add-A-Lane project. The



reporter was given details including cost, timeline, scope, benefits, and work area.

#### **STATE HOUSE NEWS SERVICE**

- A reporter asked if House Bill 69 would allocate Chapter 90 Program funds for Fiscal Year 2019 or Fiscal Year 2020. MassDOT advised the reporter that the legislation would fund the Fiscal Year 2020 Chapter 90 Program.

#### **MASSLIVE**

- A reporter requested information on the Kelley Square project. The reporter was advised that MassDOT is participating in a Monday meeting being held by the City of Worcester and presenting on landscape/streetscape aspects. The plans are at 75/100% design (per project schedule) and were submitted on April 29. The next submission is the PS&E Submittal due on June 12. The MassDOT project design is continuing on schedule.
- A reporter with this outlet contacted MassDOT to ask for information regarding license renewals for individuals with a Temporary Protected Status. This request is pending.

#### **WBZ AM, NBC BOSTON**

- The stations asked about a crash this morning in Mansfield on I-495 southbound and MassDOT referred the outlets to State Police. State Police say two lanes southbound were closed just south of exit 14 and there was a serious injury to one occupant of a vehicle.

#### **VICE MAGAZINE**

- A reporter with this outlet asked for information for a story he is writing regarding attempts by facial recognition companies to gain access to the Registry's data for facial recognition purposes. He asked, "Based on emails obtained through public records requests, we're doing a piece on how a facial recognition startup called Suspect Technologies tried to secure a deal with Plymouth Police. As part of that, Suspect Technologies asked the police force to help it gain access to data held by the MA Registry of Motor Vehicles for facial recognition purposes. According to the emails, that attempt ultimately failed, but the emails add that a number of other facial recognition companies have tried. Please may I have your comment? Do any companies or third parties have access to the photo/facial data held by the MA RMV? Anything else you want to add around this?" A MassDOT spokesperson provided the following information: "Please note that law enforcement in the course of performing official business is able to view the Registry of Motor Vehicles' (RMV) digitized images through a web service that is maintained by the Executive Office of Public Safety and Security, Department of Criminal Justice Information Systems (EOPSS/DCJIS). The RMV does not provide access to its image files or facial recognition technology to any commercial third parties."

#### **CHANNEL 6, RI**

- A reporter with this outlet inquired about the closing of the Padanaram Bridge this week.

The reporter was provided details of scheduled maintenance and the timeline of work and temporary bridge closure.

### **THE SUN CHRONICLE**

- A reporter with this outlet inquired about dangerous intersections in Massachusetts. The reporter was send a copy of the most recent “Top Crash Locations” report.

### **MULTIPLE OUTLETS**

- MassDOT issued an advisory today regarding the Kelley Square Improvement Project. The advisory states, in part, that there will be a public meeting to present design concepts for the Kelley Square project on Monday, May 6, at 6:00 p.m. in the Levi Lincoln Chamber at City Hall.

**From:** [Tramonte, David \(Guidehouse\)](#)  
**To:** [Wood, Matthew \(DOT\)](#)  
**Cc:** [Richard, Hunter \(Guidehouse\)](#); [Bandoian, Austin \(DOT\)](#)  
**Subject:** Questions Re: IT App RPOs and Classifications  
**Date:** Wednesday, May 01, 2019 5:31:28 PM  
**Attachments:** [MassDOT Recovery Capability Document and Criticality Tiers\\_05.01.19.xlsx](#)

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Hi Matt,

Thanks for taking the time to meet with us this morning. We have some additional follow up questions:

- In the latest draft of our recovery capability workbook (attached), we list that IT applications have RPOs of 0, as we assume that any changes are made in real time and that IT's applications do not store any data of their own. If this assumption is incorrect, or if there are a handful of exceptions to this assumption, could you please let us know the applications to which adjustments should be made?
- Should Cisco VPN AnyConnect and Addco Basestation – both ITS applications – be classified as Hybrids?
- Is ServiceNow backed up in real time?

Thank you,  
Dave

**Dave Tramonte**  
Consultant, Guidehouse

MassDOT Business Impact Analysis Project  
10 Park Plaza, Suite 8350  
Boston, MA 02116  
781-367-2709

**From:** [Lavoie, Sara \(DOT\)](#)  
**To:** [Boyle, Christopher \(DOT\)](#); [Ariely, Michael \(DOT\)](#); [Falcon, Eric \(DOT\)](#)  
**Subject:** FW: Seeking approval for migration tonight  
**Date:** Wednesday, May 01, 2019 5:06:07 PM

---

We should have NO duplicates tomorrow. I will be in Quincy. Please alert me if there are any issues ASAP. Thanks for your patience. Sara

---

**From:** Macdonald, Alan (DOT)  
**Sent:** Wednesday, May 01, 2019 5:02 PM  
**To:** Chanthaboun, Sye (DOT); Winkler, Brian (ATLAS); Lavoie, Sara (DOT); Foster, Gary S (MBTA); McCollem, Steve (DOT); Primerano, John (DOT); Ogilvie, Colleen (DOT); Smirnov, Vladimir (ATLAS)  
**Cc:** Sagi, Diwakar (DOT)  
**Subject:** RE: Seeking approval for migration tonight

OK. Thanks.

A

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Sye

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Sye Chanthaboun  
857-368-7722

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**Cc:** Sagi, Diwakar (DOT) <[Diwakar.Sagi@dot.state.ma.us](mailto:Diwakar.Sagi@dot.state.ma.us)>  
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**To:** Foster, Gary S (MBTA); Macdonald, Alan (DOT); Lavoie, Sara (DOT); McCollem, Steve (DOT); Primerano, John (DOT); Ogilvie, Colleen (DOT); Smirnov, Vladimir (ATLAS)  
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I anticipate that we can be ready for a migration tomorrow night.

Thanks,  
Sye

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857-368-7722

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**To:** Macdonald, Alan (DOT) <[alan.macdonald@dot.state.ma.us](mailto:alan.macdonald@dot.state.ma.us)>; Lavoie, Sara (DOT) <[Sara.Lavoie@dot.state.ma.us](mailto:Sara.Lavoie@dot.state.ma.us)>; Chanthaboun, Sye (DOT) <[Sye.Chanthaboun@dot.state.ma.us](mailto:Sye.Chanthaboun@dot.state.ma.us)>; McCollem, Steve (DOT) <[Steve.McCollem@dot.state.ma.us](mailto:Steve.McCollem@dot.state.ma.us)>; Primerano, John (DOT) <[John.Primerano@dot.state.ma.us](mailto:John.Primerano@dot.state.ma.us)>; Ogilvie, Colleen (DOT) <[Colleen.Ogilvie@dot.state.ma.us](mailto:Colleen.Ogilvie@dot.state.ma.us)>; Smirnov, Vladimir (ATLAS) <[Vladimir.Smirnov@dot.state.ma.us](mailto:Vladimir.Smirnov@dot.state.ma.us)>  
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Up to Sye.

Gary Foster work iPhone

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Input appreciated.

Thanks.

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**Sent:** Tuesday, April 30, 2019 12:19 PM  
**To:** Chanthaboun, Sye (DOT) <[Sye.Chanthaboun@dot.state.ma.us](mailto:Sye.Chanthaboun@dot.state.ma.us)>; McCollem, Steve (DOT) <[Steve.McCollem@dot.state.ma.us](mailto:Steve.McCollem@dot.state.ma.us)>; Primerano, John (DOT) <[John.Primerano@dot.state.ma.us](mailto:John.Primerano@dot.state.ma.us)>; Macdonald, Alan (DOT) <[alan.macdonald@dot.state.ma.us](mailto:alan.macdonald@dot.state.ma.us)>; Ogilvie, Colleen (DOT) <[Colleen.Ogilvie@dot.state.ma.us](mailto:Colleen.Ogilvie@dot.state.ma.us)>; Smirnov, Vladimir (ATLAS) <[Vladimir.Smirnov@dot.state.ma.us](mailto:Vladimir.Smirnov@dot.state.ma.us)>; Foster, Gary S (MBTA) <[gfooster@mbta.com](mailto:gfooster@mbta.com)>  
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- The proposed change would change the time of day the non-prod image job is sent to Idemia.
- Presently, the non-prod and prod jobs are going simultaneously at 7pm and resulting in duplicate records and duplicative work.
- Sending the prod at 7pm and the non-prod at midnight will ensure that if the customer had both prod and non-prod records changes on the same day, the prod record will trump the non-prod record thus we review the customer's image just once instead of twice.
- This change impacts only FR Issuance 360 users in my unit.

Please let me know as soon as possible if there are any questions or objections.

Sara

Sara Lavoie

***Is REAL ID right for you? REAL ID. Real Answers:*** [Mass.gov/RealID](https://www.mass.gov/RealID)

Director of Enforcement Services

[sara.lavoie@state.ma.us](mailto:sara.lavoie@state.ma.us)

Desk: 857-368-8910

Mobile: 617-780-4016

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**Cc:** [Sagi, Diwakar \(DOT\)](#)  
**Subject:** RE: Seeking approval for migration tonight  
**Date:** Wednesday, May 01, 2019 4:54:55 PM

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**From:** [Macdonald, Alan \(DOT\)](#)  
**To:** [Chanthaboun, Sye \(DOT\)](#); [Winkler, Brian \(ATLAS\)](#); [Lavoie, Sara \(DOT\)](#); [Foster, Gary S \(MBTA\)](#); [McCollem, Steve \(DOT\)](#); [Primerano, John \(DOT\)](#); [Ogilvie, Colleen \(DOT\)](#); [Smirnov, Vladimir \(ATLAS\)](#)  
**Cc:** [Sagi, Diwakar \(DOT\)](#)  
**Subject:** RE: Seeking approval for migration tonight  
**Date:** Wednesday, May 01, 2019 5:01:32 PM

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OK. Thanks.

A

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**From:** Chanthaboun, Sye (DOT)  
**Sent:** Wednesday, May 1, 2019 4:55 PM  
**To:** Winkler, Brian (ATLAS) <[Brian.Winkler@dot.state.ma.us](mailto:Brian.Winkler@dot.state.ma.us)>; Lavoie, Sara (DOT) <[Sara.Lavoie@dot.state.ma.us](mailto:Sara.Lavoie@dot.state.ma.us)>; Foster, Gary S (MBTA) <[gfooster@mbta.com](mailto:gfooster@mbta.com)>; Macdonald, Alan (DOT) <[alan.macdonald@dot.state.ma.us](mailto:alan.macdonald@dot.state.ma.us)>; McCollem, Steve (DOT) <[Steve.McCollem@dot.state.ma.us](mailto:Steve.McCollem@dot.state.ma.us)>; Primerano, John (DOT) <[John.Primerano@dot.state.ma.us](mailto:John.Primerano@dot.state.ma.us)>; Ogilvie, Colleen (DOT) <[Colleen.Ogilvie@dot.state.ma.us](mailto:Colleen.Ogilvie@dot.state.ma.us)>; Smirnov, Vladimir (ATLAS) <[Vladimir.Smirnov@dot.state.ma.us](mailto:Vladimir.Smirnov@dot.state.ma.us)>  
**Cc:** Sagi, Diwakar (DOT) <[Diwakar.Sagi@dot.state.ma.us](mailto:Diwakar.Sagi@dot.state.ma.us)>  
**Subject:** RE: Seeking approval for migration tonight

All,

All,

We've successfully tested the changes and confirmed that no duplicates are appearing in Issuance 360. The solution will be implemented tonight.

Thanks,  
Sye

-----  
Sye Chanthaboun  
857-368-7722

---

**From:** Winkler, Brian (ATLAS)  
**Sent:** Wednesday, May 1, 2019 9:46 AM  
**To:** Lavoie, Sara (DOT) <[Sara.Lavoie@dot.state.ma.us](mailto:Sara.Lavoie@dot.state.ma.us)>; Chanthaboun, Sye (DOT) <[Sye.Chanthaboun@dot.state.ma.us](mailto:Sye.Chanthaboun@dot.state.ma.us)>; Foster, Gary S (MBTA) <[gfooster@mbta.com](mailto:gfooster@mbta.com)>; Macdonald, Alan (DOT) <[alan.macdonald@dot.state.ma.us](mailto:alan.macdonald@dot.state.ma.us)>; McCollem, Steve (DOT) <[Steve.McCollem@dot.state.ma.us](mailto:Steve.McCollem@dot.state.ma.us)>; Primerano, John (DOT) <[John.Primerano@dot.state.ma.us](mailto:John.Primerano@dot.state.ma.us)>; Ogilvie, Colleen (DOT) <[Colleen.Ogilvie@dot.state.ma.us](mailto:Colleen.Ogilvie@dot.state.ma.us)>; Smirnov, Vladimir (ATLAS) <[Vladimir.Smirnov@dot.state.ma.us](mailto:Vladimir.Smirnov@dot.state.ma.us)>  
**Cc:** Sagi, Diwakar (DOT) <[Diwakar.Sagi@dot.state.ma.us](mailto:Diwakar.Sagi@dot.state.ma.us)>  
**Subject:** RE: Seeking approval for migration tonight

Vlad is in and actively working on the changes now. We want to test this morning to verify that the moving the jobs doesn't affect anything.

---

**From:** Lavoie, Sara (DOT)  
**Sent:** Wednesday, May 1, 2019 9:43 AM  
**To:** Chanthaboun, Sye (DOT) <[Sye.Chanthaboun@dot.state.ma.us](mailto:Sye.Chanthaboun@dot.state.ma.us)>; Foster, Gary S (MBTA) <[gfooster@mbta.com](mailto:gfooster@mbta.com)>; Macdonald, Alan (DOT) <[alan.macdonald@dot.state.ma.us](mailto:alan.macdonald@dot.state.ma.us)>; McCollem, Steve (DOT) <[Steve.McCollem@dot.state.ma.us](mailto:Steve.McCollem@dot.state.ma.us)>; Primerano, John (DOT) <[John.Primerano@dot.state.ma.us](mailto:John.Primerano@dot.state.ma.us)>; Ogilvie, Colleen (DOT) <[Colleen.Ogilvie@dot.state.ma.us](mailto:Colleen.Ogilvie@dot.state.ma.us)>; Smirnov, Vladimir (ATLAS) <[Vladimir.Smirnov@dot.state.ma.us](mailto:Vladimir.Smirnov@dot.state.ma.us)>  
**Cc:** Sagi, Diwakar (DOT) <[Diwakar.Sagi@dot.state.ma.us](mailto:Diwakar.Sagi@dot.state.ma.us)>; Winkler, Brian (ATLAS) <[Brian.Winkler@dot.state.ma.us](mailto:Brian.Winkler@dot.state.ma.us)>  
**Subject:** RE: Seeking approval for migration tonight

The team received an additional 100 duplicate records to review today. Are the requisite resources in today to handle moving this solution into production?

---

**From:** Chanthaboun, Sye (DOT)  
**Sent:** Tuesday, April 30, 2019 5:16 PM  
**To:** Foster, Gary S (MBTA); Macdonald, Alan (DOT); Lavoie, Sara (DOT); McCollem, Steve (DOT); Primerano, John (DOT); Ogilvie, Colleen (DOT); Smirnov, Vladimir (ATLAS)  
**Cc:** Sagi, Diwakar (DOT); Winkler, Brian (ATLAS)  
**Subject:** RE: Seeking approval for migration tonight

All,

Unfortunately, Vlad had to go home sick today at noon and was not able to go through the necessary migration protocols. Upon his return, we will run additional test cycles to ensure that the change will eliminate the duplicate records in Issuance 360 and does not negatively impact other processing.

I anticipate that we can be ready for a migration tomorrow night.

Thanks,  
Sye

-----  
Sye Chanthaboun  
857-368-7722

---

**From:** Foster, Gary [<mailto:GFoster@MBTA.com>]  
**Sent:** Tuesday, April 30, 2019 4:11 PM  
**To:** Macdonald, Alan (DOT) <[alan.macdonald@dot.state.ma.us](mailto:alan.macdonald@dot.state.ma.us)>; Lavoie, Sara (DOT) <[Sara.Lavoie@dot.state.ma.us](mailto:Sara.Lavoie@dot.state.ma.us)>; Chanthaboun, Sye (DOT) <[Sye.Chanthaboun@dot.state.ma.us](mailto:Sye.Chanthaboun@dot.state.ma.us)>; McCollem, Steve (DOT) <[Steve.McCollem@dot.state.ma.us](mailto:Steve.McCollem@dot.state.ma.us)>; Primerano, John (DOT) <[John.Primerano@dot.state.ma.us](mailto:John.Primerano@dot.state.ma.us)>; Ogilvie, Colleen (DOT) <[Colleen.Ogilvie@dot.state.ma.us](mailto:Colleen.Ogilvie@dot.state.ma.us)>; Smirnov, Vladimir (ATLAS) <[Vladimir.Smirnov@dot.state.ma.us](mailto:Vladimir.Smirnov@dot.state.ma.us)>

**Subject:** Re: Seeking approval for migration tonight

Up to Sye.

Gary Foster work iPhone

---

**From:** Macdonald, Alan (DOT) <[alan.macdonald@dot.state.ma.us](mailto:alan.macdonald@dot.state.ma.us)>

**Sent:** Tuesday, April 30, 2019 4:09 PM

**To:** Lavoie, Sara (DOT); Chanthaboun, Sye (DOT); McCollem, Steve (DOT); Primerano, John (DOT); Ogilvie, Colleen (DOT); Smirnov, Vladimir (ATLAS); Foster, Gary

**Subject:** RE: Seeking approval for migration tonight

As the standard procedure for these expedited migrations has been to be originated from the IT team, in order to affirm that the SQR has complete a full cycle of development, testing, and final preparation, I would like to stick with that format. Can the members if the IT team weigh in with that affirmation that the SQR is fully prepared, through QA and other checks, to be migrated? I would like to have everyone comfortable that loading this will not break anything else. I also don't have a sense of the urgency that merits an emergency migration in light of the preference to hold off changes in order to enhance system stability.

Input appreciated.

Thanks.

A

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**From:** Lavoie, Sara (DOT) <[Sara.Lavoie@dot.state.ma.us](mailto:Sara.Lavoie@dot.state.ma.us)>

**Sent:** Tuesday, April 30, 2019 12:19 PM

**To:** Chanthaboun, Sye (DOT) <[Sye.Chanthaboun@dot.state.ma.us](mailto:Sye.Chanthaboun@dot.state.ma.us)>; McCollem, Steve (DOT) <[Steve.McCollem@dot.state.ma.us](mailto:Steve.McCollem@dot.state.ma.us)>; Primerano, John (DOT) <[John.Primerano@dot.state.ma.us](mailto:John.Primerano@dot.state.ma.us)>; Macdonald, Alan (DOT) <[alan.macdonald@dot.state.ma.us](mailto:alan.macdonald@dot.state.ma.us)>; Ogilvie, Colleen (DOT) <[Colleen.Ogilvie@dot.state.ma.us](mailto:Colleen.Ogilvie@dot.state.ma.us)>; Smirnov, Vladimir (ATLAS) <[Vladimir.Smirnov@dot.state.ma.us](mailto:Vladimir.Smirnov@dot.state.ma.us)>; Foster, Gary S (MBTA) <[gfooster@mbta.com](mailto:gfooster@mbta.com)>

**Subject:** Seeking approval for migration tonight

**Importance:** High

Good afternoon, I request approval to migrate the following change into production tonight. The problem is impacting RMV and MSP users of Issuance 360 as it creates duplicate work at present and the fix is represented in the following SQR:

**SQR 7613: Running the Morpho Credential Manufacture Job as deferred has created some duplicate Facial Recognition cases in Issuance 360**

We just had a call with Issuance 360 users, Idemia and FAST. Idemia confirmed that this will not

impact any of their processes and recommend going forward tonight with the change.

- The proposed change would change the time of day the non-prod image job is sent to Idemia.
- Presently, the non-prod and prod jobs are going simultaneously at 7pm and resulting in duplicate records and duplicative work.
- Sending the prod at 7pm and the non-prod at midnight will ensure that if the customer had both prod and non-prod records changes on the same day, the prod record will trump the non-prod record thus we review the customer's image just once instead of twice.
- This change impacts only FR Issuance 360 users in my unit.

Please let me know as soon as possible if there are any questions or objections.

Sara

Sara Lavoie

***Is REAL ID right for you? REAL ID. Real Answers:*** [Mass.gov/RealID](https://www.mass.gov/RealID)

Director of Enforcement Services

[sara.lavoie@state.ma.us](mailto:sara.lavoie@state.ma.us)

Desk: 857-368-8910

Mobile: 617-780-4016

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This email has been scanned by Proofpoint and contains no viruses or malware.

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**From:** [Riley, Judith \(DOT\)](#)  
**To:** [Goddard, Jacquelyn \(DOT\)](#); [Pesaturo, Joe D \(MBTA\)](#); [Marvin, Patrick \(DOT\)](#); [Battiston, Lisa \(DOT\)](#)  
**Subject:** EOD May 1 Final Draft  
**Date:** Wednesday, May 01, 2019 4:33:14 PM

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## **BOSTON GLOBE**

- Max Reyes spoke with Assistant General Manager of System-wide Accessibility Laura Brelsford about the six-month pilot in which Aira's human AI technology will be free to use within the MBTA service area beginning today. Brelsford described how the pilot came to be. Brelsford also noted that Aira users typically buy minutes for the service, or private businesses and government agencies can sponsor minutes. While Aira hoped the MBTA would be a sponsor, Brelsford said we wanted to see first how this technology would impact our customers. As such, for the next six months, any Aira user can use the app for free whenever they're on the MBTA. In exchange, the T agreed to do targeted outreach to Blind Access CharlieCard users, blind or low vision RIDE users, and area blind or low vision community groups. The T also agreed to gather data so that both parties better understand the app's impact. The soft launch of the pilot is today and tomorrow with the official kick off on Friday, May 3. There is no cost to the MBTA during this six-month pilot. Brelsford noted that Aira recognizes public transit as an important, critical niche for blind or low vision folks and living independently. Brelsford said that SWA's sole focus is finding ways to make the system easier for people to use more independently, and when you can do that in ways that people are excited about, it's a really great feeling. Next steps after the pilot ends include data analysis and potential funding options. At a minimum, a formal procurement process would be required.
- A reporter has filed a public records request seeking: "Any audits and reviews conducted since Jan. 1, 2018 regarding reimbursements to State Police and/or trooper assignments and equipment expenditures, the final bid submission Ernst & Young submitted before MassDOT selected the firm as a consultant to provide technical assistance with financial oversight of State Police, MassDOT's contract with Ernst & Young to provide technical assistance with financial oversight of State Police and any/all reports/audits/recommendations from Ernst & Young in its role as a consultant to provide technical assistance with financial oversight of State Police."
- A reporter has asked questions regarding traffic volumes. A response is pending.

## **BOSTON.COM**

- Dia Dwyer inquired about work on the Central Square elevator, asking, "Why is it taking so long to repair the elevator? Are any steps being taken to expedite the work? Is shutting down service on a weekend... being considered? Rep. Mike Connolly mentioned an accessibility improvement plan for Central Square -- and that as part of that redundant elevators will be installed. Is there any more information about this plan available?" Dwyer was sent detailed information about the unforeseen issues at Central (that include an issue with the stand pipe and 17 unforeseen existing conduits in the elevator shaft that need to be relocated), why these issues are difficult and lengthy, and updated timeline for repairs as they currently stand. Both the stand pipe repair and the conduit relocation work can only be performed during non-revenue hours (1:30-4:30 AM) because it requires the shutdown of traction power inside the station. The MBTA understands the frustration of our customers and is



exploring all possibilities to expedite while maintaining Red Line service and work site safety. Efforts to expedite include exploring the possibility of performing some conduit relocation work without a shutdown of the power for Red Line trains where it is safe to do so. That said, safety continues to be the MBTA's first priority. The option to shutdown weekend service was found to not be possible. A station shut down without cutting off traction power for the train does not provide access to the right of way where the work needs to be performed. Additionally, there is extreme difficulty in quickly planning a weekend shuttle bus diversion. The MBTA is fully committed to continuous accessibility improvements. Information on the MBTA's Plan for Accessible Transit Infrastructure (PATI) was forwarded to Dwyer. The plan includes an aggressive twenty-year plan for expanding accessibility system-wide. Our current capital plan includes over \$500 million in accessibility focused projects. Many of these projects are well underway and include replacement of the elevators at Central with redundant elevators at Central Square currently under design.

## **MASSPORT MULTIPLE OUTLETS**

- Multiple media outlets were at Logan Airport earlier today for the kick off of new incentives for Logan Express riders on both Back Bay and Braintree services. Back Bay passengers have a new \$3 fare to Logan and FREE from Logan to Back Bay, as well as priority security checkpoint access. The Braintree service was increased to 20 minute headways, down from 30 minutes. Massport is looking at making other changes in the near future. This is all part of Massport's overall ground transportation plan to reduce congestion and improve customer service.

## **WBZ RADIO**

- This outlet inquired about a disabled train on the Red Line this morning. At approximately 8:42 a.m., a Red Line train became disabled at JFK/UMass. Passengers were de-boarded from this train and accommodated by a train that was directly behind the disabled train. No delays resulted.
- This outlet requested confirmation that Davis Square was closed this morning for a police investigation. This was confirmed: <https://twitter.com/MBTA/status/1123599200170729474>

## **WCVB**

- A producer asked for the current number of sports-related vanity plates that have been issued in each series. She also asked for similar information for the following plates, if possible: ALS (Amyotrophic Lateral Sclerosis) One, Basketball Hall of Fame, Blackstone ValleyCape Ann, Cape Cod & Islands, Choose Life, Conquer Cancer Coalition, Cure Breast Cancer, Fallen Heroes, Firefighters Memorial, Fish & Wildlife, Freemasonry, Fresh and Local, Habitat and Heritage, Invest in Children, Olympic Spirit, Maratha's Vineyard, Massachusetts Animal Coalition, Nantucket Island, Pan Mass Challenge, Plymouth 400, Right Whale, State Police Benevolent Fund, UMass, United We Stand or White Shark plates. This request is pending.
- A reporter requested background info on the Route 128/I-95 Add-A-Lane project. The

reporter was given details including cost, timeline, scope, benefits, and work area.

### **STATE HOUSE NEWS SERVICE**

- A reporter asked if House Bill 69 would allocate Chapter 90 Program funds for Fiscal Year 2019 or Fiscal Year 2020. MassDOT advised the reporter that the legislation would fund the Fiscal Year 2020 Chapter 90 Program.

### **MASSLIVE**

- A reporter requested information on the Kelley Square project. The reporter was advised that MassDOT is participating in a Monday meeting being held by the City of Worcester and presenting on landscape/streetscape aspects. The plans are at 75/100% design (per project schedule) and were submitted on April 29. The next submission is the PS&E Submittal due on June 12. The MassDOT project design is continuing on schedule.
- A reporter with this outlet contacted MassDOT to ask for information regarding license renewals for individuals with a Temporary Protected Status. This request is pending.

### **WBZ AM, NBC BOSTON**

- The stations asked about a crash this morning in Mansfield on I-495 southbound and MassDOT referred the outlets to State Police. State Police say two lanes southbound were closed just south of exit 14 and there was a serious injury to one occupant of a vehicle.

### **VICE MAGAZINE**

- A reporter with this outlet asked for information for a story he is writing regarding attempts by facial recognition companies to gain access to the Registry's data for facial recognition purposes. He asked, "Based on emails obtained through public records requests, we're doing a piece on how a facial recognition startup called Suspect Technologies tried to secure a deal with Plymouth Police. As part of that, Suspect Technologies asked the police force to help it gain access to data held by the MA Registry of Motor Vehicles for facial recognition purposes. According to the emails, that attempt ultimately failed, but the emails add that a number of other facial recognition companies have tried. Please may I have your comment? Do any companies or third parties have access to the photo/facial data held by the MA RMV? Anything else you want to add around this?" A MassDOT spokesperson provided the following information: "Please note that law enforcement in the course of performing official business is able to view the Registry of Motor Vehicles' (RMV) digitized images through a web service that is maintained by the Executive Office of Public Safety and Security, Department of Criminal Justice Information Systems (EOPSS/DCJIS). The RMV does not provide access to its image files or facial recognition technology to any commercial third parties."

### **CHANNEL 6, RI**

- A reporter with this outlet inquired about the closing of the Padanaram Bridge this week.

The reporter was provided details of scheduled maintenance and the timeline of work and temporary bridge closure.

### **THE SUN CHRONICLE**

- A reporter with this outlet inquired about dangerous intersections in Massachusetts. The reporter was send a copy of the most recent “Top Crash Locations” report.

### **MULTIPLE OUTLETS**

- MassDOT issued an advisory today regarding the Kelley Square Improvement Project. The advisory states, in part, that there will be a public meeting to present design concepts for the Kelley Square project on Monday, May 6, at 6:00 p.m. in the Levi Lincoln Chamber at City Hall.

**From:** [Leccese, Douglas \(DOT\)](#)  
**To:** [Amato, John E. \(DOT\)](#); [Baldassaro, Bernard X. \(DOT\)](#); [Ball, Dawn \(DOT\)](#); [Barry, Germaine \(DOT\)](#); [Betts, William \(DOT\)](#); [Brandon, Lawrence \(DOT\)](#); [Breen, Marie \(DOT\)](#); [Brewer, Michael \(DOT\)](#); [Bristol, Susan \(DOT\)](#); [Brooks, James E. \(DOT\)](#); [Brown, Karen A. \(DOT\)](#); [Cadorette, John \(DOT\)](#); [Carter, Annemarie \(DOT\)](#); [Castro, Nady \(DOT\)](#); [Champlin, Tom \(DOT\)](#); [Chanthaboun, Sye \(DOT\)](#); [Cheney, Dana \(DOT\)](#); [Chetpelly, Naresh \(DOT\)](#); [Chirokas, David \(DOT\)](#); [Collaro-Surrette, Cheryl \(DOT\)](#); [Cousin, Stephen G. \(DOT\)](#); [Cousins, Rosalee \(DOT\)](#); [Crochiere, Kenneth J. \(DOT\)](#); [Dinunzio, Rita \(DOT\)](#); [Dionne, Robert \(DOT\)](#); [DiOrio, Brian E. \(DOT\)](#); [DiPaolo, Thomas A. \(DOT\)](#); [DiPietro, Robert S. \(DOT\)](#); [Duverge, Raquel \(DOT\)](#); [Eagan, Alida \(DOT\)](#); [Faria, Kevin \(DOT\)](#); [Fernandes, Miguel \(DOT\)](#); [Ferringo, William \(DOT\)](#); [Foley, Karyn L. \(DOT\)](#); [Garbaczski, Paul \(DOT\)](#); [Giando, Robin R. \(DOT\)](#); [Grace, Augusto \(DOT\)](#); [Greene, Joel \(DOT\)](#); [Hamel, Roger J. \(DOT\)](#); [Hamwey, Scott \(DOT\)](#); [Hart, Lisa \(DOT\)](#); [Hayes, Meredith C. \(DOT\)](#); [Hughes, Carl \(DOT\)](#); [Hyland, John \(DOT\)](#); [Jean-Paul, Lesly \(DOT\)](#); [Jones, Gail \(DOT\)](#); [Kandel, Suman \(DOT\)](#); [Kane, Jennifer \(DOT\)](#); [Karthigesan, Jothie \(DOT\)](#); [Kelleher, Brian M. \(DOT\)](#); [Khanna, Rick \(DOT\)](#); [Knapp, David \(DOT\)](#); [Kofitsas, Kostas M. \(DOT\)](#); [Kolla, Narayana \(DOT\)](#); [Korsunsky, Julia \(DOT\)](#); [Lavallee, Paul \(DOT\)](#); [Lee, Donna M. \(DOT\)](#); [Lopes, Kevin \(DOT\)](#); [Lotti, Katherine \(DOT\)](#); [Lozada, John \(DOT\)](#); [Lyons, Maryellen \(DOT\)](#); [Makie, Joan \(DOT\)](#); [Martorana, Craig \(DOT\)](#); [McCollem, Steve \(DOT\)](#); [McGonagle, Dan \(DOT\)](#); [McLaughlin, Steve E. \(DOT\)](#); [Mirabella, Steve \(DOT\)](#); [Moore, William A. \(DOT\)](#); [Navarro, Tom \(DOT\)](#); [Nawrocki, Diane \(DOT\)](#); [Nelson, Jim \(DOT\)](#); [Newberry, Jesse \(DOT\)](#); [Newton, Mark \(DOT\)](#); [Olorunwunmi, Omotunde \(DOT\)](#); [O'Neil, Karen \(DOT\)](#); [O'Neill, Steven D. \(DOT\)](#); [Palavalsa, Kavitha \(DOT\)](#); [Paluses, Robert \(DOT\)](#); [Perduyn, Karen \(DOT\)](#); [Pomakis, Jim \(DOT\)](#); [Ramirez, Alwin T. \(DOT\)](#); [Richard, Jennifer L. \(DOT\)](#); [Riggins, Jerrell \(DOT\)](#); [Rigney, Joseph \(DOT\)](#); [Rinella, Matthew \(DOT\)](#); [Robida, James R. \(DOT\)](#); [Roddy, Samantha \(DOT\)](#); [Rosenberg, Harri \(DOT\)](#); [Sanchez, Miguel \(DOT\)](#); [Seavey, T. Chris \(DOT\)](#); [Shrader, Justin \(DOT\)](#); [Silbaugh, Owen \(DOT\)](#); [Silva, Victor \(DOT\)](#); [Silvernail, Paul \(DOT\)](#); [Sims, Andrew \(DOT\)](#); [Slack, Justin \(DOT\)](#); [Sobczynski, Gregory \(DOT\)](#); [Soma, Stephen \(DOT\)](#); [Spatafore, Michael \(DOT\)](#); [Spriggs, Nicole \(DOT\)](#); [Stowe, William \(DOT\)](#); [Kandel, Suman \(DOT\)](#); [Swan, Adam J. \(DOT\)](#); [Tagzine, Hichame \(DOT\)](#); [Tilley, James \(DOT\)](#); [Tobias, Maria \(DOT\)](#); [Tomkavage, Nicholas \(DOT\)](#); [Totakura, Pruthvi Kumar \(DOT\)](#); [Treonor, Christopher \(DOT\)](#); [Turner, Virginia \(DOT\)](#); [Ummadi, Ramakrishna \(DOT\)](#); [Uy, Lorraine \(DOT\)](#); [Valovcin, Darryl \(DOT\)](#); [Vaughn, Michelle \(DOT\)](#); [Warren, Aric \(DOT\)](#); [Withington, Mark \(DOT\)](#); [Witt, William \(DOT\)](#); [Yee, Bill \(DOT\)](#); [Young, Dana \(DOT\)](#)  
**Cc:** [Kandel, Suman \(DOT\)](#); [Jean-Paul, Lesly \(DOT\)](#); [Rosenberg, Harri \(DOT\)](#); [Newberry, Jesse \(DOT\)](#); [Newton, Mark \(DOT\)](#); [Witt, William \(DOT\)](#); [Ball, Dawn \(DOT\)](#); [Bedard, David \(DOT\)](#); [Tilley, James \(DOT\)](#); [Treonor, Christopher \(DOT\)](#)  
**Subject:** SharePoint 2007 Upgrade to SharePoint Online Phase II  
**Date:** Wednesday, May 01, 2019 4:30:47 PM  
**Attachments:** [Checked Out Files Report.xlsx](#)  
[Final Site Details- Batch 2.xlsx](#)

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Hello SharePoint Users !

massDOT IT is currently upgrading the current SharePoint 2007 to a Microsoft SharePoint Online O365 environment by the end of June 2019, since the current environment will no longer be supported by Microsoft.

We are trying to minimize the impact to all site owners, Internal and External users with this new upgrade, therefore this migration is part of a three phase approach for this upgrade. The first phase of the project is currently underway with Phase 1 site owners currently in the User Acceptance Testing (UAT) stage.

The next phase of the project is to reach out to the second batch of Site Owners. The Site Owners on this distribution list have been designated for Phase 2 migration of the project.

For Phase 2, we have begun initial copying of the data to SharePoint Online and UAT is set to begin on 5/21/2019.

***There are tasks that must be completed by the site owners prior to UAT testing to ensure there is minimal impact to users. They are:***

1. The first is to make sure there are no documents that have been **“Checked Out”**. If there are, the last saved version will be migrated over and any updates to **“Check Out”**

documents will be lost. Please make sure that all **“Checked Out”** documents have been **“Checked In”**.

2. The second is to make sure that any Workflow Instances that are currently **“In process”** status have been completed or stopped.

***NOTE: During the UAT testing, the site owners would need to be available to test and verify that their site is functioning as expected starting on Tuesday, 5/21/2019 through Monday, 5/27/2019 . If a primary admin is not available during this time, please provide a secondary admin resource name to contact.***

***During the final Phase 2 migration of SharePoint 2007, the existing sites will only have READ ONLY ACCESS on 5/28/2019. During this time if you require to update any document, please copy/download those documents from SharePoint 2007 to a location (Network/Local Drive) where you can edit them. After the UAT Testing and full migration is complete, users can then upload the documents to their SharePoint Sites.***

In future e-mails we will be reaching out to all site owners and will be following up and providing status of project, URL's for testing and tasks needed to be completed before UAT begins.

Attached are two documents, the first is a site details sheet where you can find information about your site. The second, is a spreadsheet containing **“Checked Out”** documents that need to be **“Checked In”**.

If you have any questions or concerns please do not hesitate to contact Suman Kandel or myself.

Thank you,

Doug

**Doug Leccese**

SR. Business Analyst

E: [Douglas.Leccese@dot.state.ma.us](mailto:Douglas.Leccese@dot.state.ma.us)

P: 1 (857) 368-9807 (office)



**From:** [Mehigan, Jennifer](#)  
**To:** [Riley, Judith \(DOT\)](#); [Battiston, Lisa \(DOT\)](#); [Freedman, Bernice](#); [Goddard, Jacquelyn \(DOT\)](#); [Jessen, Klark \(DOT\)](#); [Marvin, Patrick \(DOT\)](#); [Pesaturo, Joe D \(MBTA\)](#); [Decker, Samantha](#); [Verseckes, Michael \(MBTA\)](#)  
**Subject:** RE: EOD May 1 First Draft  
**Date:** Wednesday, May 01, 2019 4:20:29 PM

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### Multiple outlets

Were at Logan Airport earlier today for the kick off of new incentives for Logan Express riders on both Back Bay and Braintree services. Back Bay passengers have a new \$3 fare to Logan and FREE from Logan to Back Bay, as well as priority security checkpoint access. The Braintree service was increased to 20 minute headways, down from 30 minutes.

Massport is looking at making other changes in the near future. This is all part of Massport's overall ground transportation plan to reduce congestion and improve customer service.

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**From:** Riley, Judith Reardon (DOT) <judith.reardon.riley@state.ma.us>  
**Sent:** Wednesday, May 1, 2019 4:17 PM  
**To:** Battiston, Lisa (DOT) <lisa.battiston@state.ma.us>; Freedman, Bernice <BFreedman@massport.com>; Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>; Jessen, Klark (DOT) <klark.jessen@state.ma.us>; Mehigan, Jennifer <JMehigan@massport.com>; Marvin, Patrick (DOT) <patrick.marvin@state.ma.us>; Pesaturo, Joe D (MBTA) <jpesaturo@mbta.com>; Riley, Judith Reardon (DOT) <judith.reardon.riley@state.ma.us>; Decker, Samantha <sdecker@massport.com>; Verseckes, Michael (MBTA) <mverseckes@mbta.com>  
**Subject:** EOD May 1 First Draft

### BOSTON GLOBE

- Max Reyes spoke with Assistant General Manager of System-wide Accessibility Laura Brelsford about the six-month pilot in which Aira's human AI technology will be free to use within the MBTA service area beginning today. Brelsford described how the pilot came to be. Brelsford also noted that Aira users typically buy minutes for the service, or private businesses and government agencies can sponsor minutes. While Aira hoped the MBTA would be a sponsor, Brelsford said we wanted to see first how this technology would impact our customers. As such, for the next six months, any Aira user can use the app for free whenever they're on the MBTA. In exchange, the T agreed to do targeted outreach to Blind Access CharlieCard users, blind or low vision RIDE users, and area blind or low vision community groups. The T also agreed to gather data so that both parties better understand the app's impact. The soft launch of the pilot is today and tomorrow with the official kick off on Friday, May 3. There is no cost to the MBTA during this six-month pilot. Brelsford noted that Aira recognizes public transit as an important, critical niche for blind or low vision folks and living independently. Brelsford said that SWA's sole focus is finding ways to make the system easier for people to use more independently, and when you can do that in ways that people are excited about, it's a really great feeling. Next steps after the pilot ends include data analysis and potential funding options. At a minimum, a formal procurement process would be required.
- A reporter has filed a public records request seeking: "Any audits and reviews conducted since Jan. 1, 2018 regarding reimbursements to State Police and/or trooper assignments and equipment expenditures, the final bid submission Ernst & Young submitted before MassDOT selected the firm as a consultant to provide technical assistance with financial

oversight of State Police, MassDOT's contract with Ernst & Young to provide technical assistance with financial oversight of State Police and any/all reports/audits/recommendations from Ernst & Young in its role as a consultant to provide technical assistance with financial oversight of State Police.”

- A reporter has asked questions regarding traffic volumes. A response is pending.

## **BOSTON.COM**

- Dia Dwyer inquired about work on the Central Square elevator, asking, “Why is it taking so long to repair the elevator? Are any steps being taken to expedite the work? Is shutting down service on a weekend... being considered? Rep. Mike Connolly mentioned an accessibility improvement plan for Central Square -- and that as part of that redundant elevators will be installed. Is there any more information about this plan available?” Dwyer was sent detailed information about the unforeseen issues at Central (that include an issue with the stand pipe and 17 unforeseen existing conduits in the elevator shaft that need to be relocated), why these issues are difficult and lengthy, and updated timeline for repairs as they currently stand. Both the stand pipe repair and the conduit relocation work can only be performed during non-revenue hours (1:30-4:30 AM) because it requires the shutdown of traction power inside the station. The MBTA understands the frustration of our customers and is exploring all possibilities to expedite while maintaining Red Line service and work site safety. Efforts to expedite include exploring the possibility of performing some conduit relocation work without a shutdown of the power for Red Line trains where it is safe to do so. That said, safety continues to be the MBTA’s first priority. The option to shutdown weekend service was found to not be possible. A station shut down without cutting off traction power for the train does not provide access to the right of way where the work needs to be performed. Additionally, there is extreme difficulty in quickly planning a weekend shuttle bus diversion. The MBTA is fully committed to continuous accessibility improvements. Information on the MBTA’s Plan for Accessible Transit Infrastructure (PATI) was forwarded to Dwyer. The plan includes an aggressive twenty-year plan for expanding accessibility system-wide. Our current capital plan includes over \$500 million in accessibility focused projects. Many of these projects are well underway and include replacement of the elevators at Central with redundant elevators at Central Square currently under design.

## **WBZ RADIO**

- This outlet inquired about a disabled train on the Red Line this morning. At approximately 8:42 a.m., a Red Line train became disabled at JFK/UMass. Passengers were de-boarded from this train and accommodated by a train that was directly behind the disabled train. No delays resulted.
- This outlet requested confirmation that Davis Square was closed this morning for a police investigation. This was confirmed: <https://twitter.com/MBTA/status/1123599200170729474>

## **WCVB**

- A producer asked for the current number of sports-related vanity plates that have been

issued in each series. She also asked for similar information for the following plates, if possible: ALS (Amyotrophic Lateral Sclerosis) One, Basketball Hall of Fame, Blackstone ValleyCape Ann, Cape Cod & Islands, Choose Life, Conquer Cancer Coalition, Cure Breast Cancer, Fallen Heroes, Firefighters Memorial, Fish & Wildlife, Freemasonry, Fresh and Local, Habitat and Heritage, Invest in Children, Olympic Spirit, Maratha's Vineyard, Massachusetts Animal Coalition, Nantucket Island, Pan Mass Challenge, Plymouth 400, Right Whale, State Police Benevolent Fund, UMass, United We Stand or White Shark plates. This request is pending.

- A reporter requested background info on the Route 128/I-95 Add-A-Lane project. The reporter was given details including cost, timeline, scope, benefits, and work area.

### **STATE HOUSE NEWS SERVICE**

- A reporter asked if House Bill 69 would allocate Chapter 90 Program funds for Fiscal Year 2019 or Fiscal Year 2020. MassDOT advised the reporter that the legislation would fund the Fiscal Year 2020 Chapter 90 Program.

### **MASSLIVE**

- A reporter requested information on the Kelley Square project. The reporter was advised that MassDOT is participating in a Monday meeting being held by the City of Worcester and presenting on landscape/streetscape aspects. The plans are at 75/100% design (per project schedule) and were submitted on April 29. The next submission is the PS&E Submittal due on June 12. The MassDOT project design is continuing on schedule.
- A reporter with this outlet contacted MassDOT to ask for information regarding license renewals for individuals with a Temporary Protected Status. This request is pending.

### **WBZ AM, NBC BOSTON**

- The stations asked about a crash this morning in Mansfield on I-495 southbound and MassDOT referred the outlets to State Police. State Police say two lanes southbound were closed just south of exit 14 and there was a serious injury to one occupant of a vehicle.

### **VICE MAGAZINE**

- A reporter with this outlet asked for information for a story he is writing regarding attempts by facial recognition companies to gain access to the Registry's data for facial recognition purposes. He asked, "Based on emails obtained through public records requests, we're doing a piece on how a facial recognition startup called Suspect Technologies tried to secure a deal with Plymouth Police. As part of that, Suspect Technologies asked the police force to help it gain access to data held by the MA Registry of Motor Vehicles for facial recognition purposes. According to the emails, that attempt ultimately failed, but the emails add that a number of other facial recognition companies have tried. Please may I have your comment? Do any companies or third parties have access to the photo/facial data held by the MA RMV? Anything else you want to add around this?" A MassDOT spokesperson provided the following information: "Please note that law enforcement in the course of performing



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#### **CHANNEL 6, RI**

- A reporter with this outlet inquired about the closing of the Padanaram Bridge this week. The reporter was provided details of scheduled maintenance and the timeline of work and temporary bridge closure.

#### **THE SUN CHRONICLE**

- A reporter with this outlet inquired about dangerous intersections in Massachusetts. The reporter was send a copy of the most recent “Top Crash Locations” report.

#### **MULTIPLE OUTLETS**

- MassDOT issued an advisory today regarding the Kelley Square Improvement Project. The advisory states, in part, that there will be a public meeting to present design concepts for the Kelley Square project on Monday, May 6, at 6:00 p.m. in the Levi Lincoln Chamber at City Hall.

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**To:** [Battiston, Lisa \(DOT\)](#); [Bernice Freedman](#); [Goddard, Jacquelyn \(DOT\)](#); [Jessen, Klark \(DOT\)](#); [jmehigan@massport.com](#); [Marvin, Patrick \(DOT\)](#); [Pesaturo, Joe D \(MBTA\)](#); [Riley, Judith \(DOT\)](#); [Sam Hooper](#); [Verseckes, Michael \(MBTA\)](#)  
**Subject:** EOD May 1 First Draft  
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**From:** [Ryder, Debbie \(DOT\)](#)  
**To:** [Nawrocki, Diane \(DOT\)](#)  
**Cc:** [Tagzine, Hichame \(DOT\)](#); [Sugerman, Carol \(DOT\)](#)  
**Subject:** RE: Application Lists for Review  
**Date:** Wednesday, May 01, 2019 3:14:34 PM  
**Attachments:** [Copy of 2019 04 MassDOT Consolidated HWY Applications\\_FINAL.xlsx](#)

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Hi – I made a couple of edits, in red font, attached, in case it helps clarify. There were a few where I'm secondary and where Ed's more primary than I. I also added business user names I thought might be more helpful than a department name, such as with Outdoor Advertising related apps

Apologies if "FINAL" means "FINAL" in that you're not looking for edits.

Have a good one

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**From:** Nawrocki, Diane (DOT)  
**Sent:** Tuesday, April 30, 2019 11:34 AM  
**To:** Bryant, Gabby (GuideHouse) <[Gabby.Bryant@dot.state.ma.us](mailto:Gabby.Bryant@dot.state.ma.us)>; Getchell, Van (DOT) <[Van.Getchell@dot.state.ma.us](mailto:Van.Getchell@dot.state.ma.us)>  
**Cc:** Goutham, Anu (DOT) <[Anu.Goutham@dot.state.ma.us](mailto:Anu.Goutham@dot.state.ma.us)>; Nawrocki, Diane (DOT) <[Diane.Nawrocki@dot.state.ma.us](mailto:Diane.Nawrocki@dot.state.ma.us)>; DOT-DL-IT-Applications-Highway-AppDev <[DOT-DL-IT-Applications-Highway-AppDev@dot.state.ma.us](mailto:DOT-DL-IT-Applications-Highway-AppDev@dot.state.ma.us)>; DOT-DL-IT-Applications-Highway-AppMgmt <[DOT-DL-IT-Applications-Highway-AppMgmt@dot.state.ma.us](mailto:DOT-DL-IT-Applications-Highway-AppMgmt@dot.state.ma.us)>  
**Subject:** FW: Application Lists for Review

Gabby and Van,

I grouped priorities together and you and the IT SME's will have to determine which ones can be discussed at one time.

I am trying to limit the amount of time each developer SME attends separate meetings on this topic.

Team... If you have any questions prior or after your meeting with Guidehouse, please let me know. Also, as a reminder, this study, Application Analysis, is being conducted to aid us in the collaboration aspect of application health across MassDOT IT.

Thanks,  
Diane

Diane Nawrocki  
Director Highway IT Applications  
857-368-9780

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**From:** Bryant, Gabby (GuideHouse) <[Gabby.Bryant@dot.state.ma.us](mailto:Gabby.Bryant@dot.state.ma.us)>  
**Sent:** Monday, April 29, 2019 2:55 PM

**To:** Nawrocki, Diane (DOT) <[Diane.Nawrocki@dot.state.ma.us](mailto:Diane.Nawrocki@dot.state.ma.us)>; Goutham, Anu (DOT) <[Anu.Goutham@dot.state.ma.us](mailto:Anu.Goutham@dot.state.ma.us)>  
**Cc:** Getchell, Van (DOT) <[Van.Getchell@dot.state.ma.us](mailto:Van.Getchell@dot.state.ma.us)>; Hunter Richard <[hrichard@guidehouse.com](mailto:hrichard@guidehouse.com)>; [gregory.tomchick@ankura.com](mailto:gregory.tomchick@ankura.com); [ankur.sheth@ankura.com](mailto:ankur.sheth@ankura.com)  
**Subject:** Application Lists for Review

Hi Diane and Anu,

I hope you both had a great weekend. Van and I compiled a consolidated list of applications for you both to review. We have created a column where you can enter the order in which you would like us to review the corresponding applications. In addition, if there are missing owners please share their names. If possible, please provide the priority ranking by Thursday morning.

Thank you,

Gabby and Van

**From:** [Riley, Judith \(DOT\)](#)  
**To:** [Deveney, Erin \(DOT\)](#)  
**Cc:** [Goddard, Jacquelyn \(DOT\)](#)  
**Subject:** RE: Inquiry from Joseph Cox of VICE Magazine TIME SENSITIVE  
**Date:** Wednesday, May 01, 2019 2:36:10 PM

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Hi Registrar,

Thank you very much for all of your help.

Judi

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**From:** Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>  
**Sent:** Wednesday, May 1, 2019 1:45 PM  
**To:** Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>; Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>  
**Cc:** Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>; Finlaw, Sarah (GOV) <sarah.finlaw@MassMail.State.MA.US>; Garrity, Rob (DOT) <Rob.Garrity@dot.state.ma.us>; Spriggs, Nicole (DOT) <Nicole.Spriggs@dot.state.ma.us>  
**Subject:** RE: Inquiry from Joseph Cox of VICE Magazine TIME SENSITIVE

Judi-

Law enforcement in the course of performing official business is able to view the RMV's digitized images through a web service that is maintained by the Executive Office of Public Safety and Security, Department of Criminal Justice Information Systems (EOPSS/DCJIS). The RMV does not provide access to its image files or facial recognition technology to any commercial third parties.

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**From:** Riley, Judith (DOT)  
**Sent:** Wednesday, May 1, 2019 11:39 AM  
**To:** Deveney, Erin (DOT); Lavoie, Sara (DOT)  
**Cc:** Goddard, Jacquelyn (DOT); Finlaw, Sarah (GOV); Garrity, Rob (DOT); Spriggs, Nicole (DOT)  
**Subject:** Inquiry from Joseph Cox of VICE Magazine TIME SENSITIVE  
**Importance:** High

Hi Registrar,

A journalist is writing a story about a facial recognition startup company that tried to secure a deal with the Plymouth Police Department that would have included getting help with accessing the Registry's data for facial recognition purposes. He notes that the effort failed, and that there have been other companies that have also tried and failed to get access to the Registry's data.

The journalist is asking for a comment. Would you please help with a response to the first question below?

- "Do any companies or third parties have access to the photo/facial data held by the MA RMV?"



- Anything else you want to add around this”

The reporter is on deadline for today.

Thank you very much.

Judi

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**From:** Finlaw, Sarah (GOV) <[sarah.finlaw@MassMail.State.MA.US](mailto:sarah.finlaw@MassMail.State.MA.US)>  
**Sent:** Wednesday, May 1, 2019 9:11 AM  
**To:** Goddard, Jacquelyn (DOT) <[jacquelyn.goddard@state.ma.us](mailto:jacquelyn.goddard@state.ma.us)>; Riley, Judith Reardon (DOT) <[judith.reardon.riley@state.ma.us](mailto:judith.reardon.riley@state.ma.us)>  
**Subject:** FW: Inquiry - Joseph Cox, VICE

Can you reach out to him and say we shared the inquiry with you? I think you only need to answer the first question.

---

**From:** Leatherwood, Olivia (GOV)  
**Sent:** Wednesday, May 01, 2019 8:04 AM  
**To:** Moss, Brendan C. (GOV); Finlaw, Sarah (GOV); Chakrabarti, Anisha (GOV); MacCormack, Terry (GOV)  
**Subject:** Inquiry - Joseph Cox, VICE

Joseph Cox, VICE  
[joseph.cox@vice.com](mailto:joseph.cox@vice.com)

Hey, I'm Joseph Cox, a journalist from Motherboard which is the technology section of VICE.

Based on emails obtained through public records requests, we're doing a piece on how a facial recognition startup called Suspect Technologies tried to secure a deal with Plymouth Police. As part of that, Suspect Technologies asked the police force to help it gain access to data held by the MA Registry of Motor Vehicles for facial recognition purposes. According to the emails, that attempt ultimately failed, but the emails add that a number of other facial recognition companies have tried.

Please may I have your comment?

- Do any companies or third parties have access to the photo/facial data held by the MA RMV?
- Anything else you want to add around this

My deadline is today, ASAP. If you need anything else, just let me know.

Thank you,

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**JOSEPH COX**  
Senior Staff Writer

Signal: +44 20 8133 5190  
Wickr: josephcox  
Jabber: [jcox@jabber.ccc.de](mailto:jcox@jabber.ccc.de)

**VICE Media**

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Thank you.

**From:** [Joseph Cox](#)  
**To:** [Riley, Judith \(DOT\)](#)  
**Cc:** [Goddard, Jacquelyn \(DOT\)](#)  
**Subject:** Re: Inquiry  
**Date:** Wednesday, May 01, 2019 2:29:33 PM

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Great, thank you Judith,

On Wed, 1 May 2019 at 20:27, Riley, Judith Reardon (DOT)  
<[judith.reardon.riley@state.ma.us](mailto:judith.reardon.riley@state.ma.us)> wrote:

Hi Joseph,

Please find below information concerning your inquiry.

Please note that law enforcement in the course of performing official business is able to view the Registry of Motor Vehicles' (RMV) digitized images through a web service that is maintained by the Executive Office of Public Safety and Security, Department of Criminal Justice Information Systems (EOPSS/DCJIS). The RMV does not provide access to its image files or facial recognition technology to any commercial third parties.

Thank you very much.

Regards,

Judi

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**From:** Riley, Judith (DOT)  
**Sent:** Wednesday, May 1, 2019 12:07 PM  
**To:** [joseph.cox@vice.com](mailto:joseph.cox@vice.com)  
**Cc:** Goddard, Jacquelyn (DOT) <[Jacquelyn.Goddard@dot.state.ma.us](mailto:Jacquelyn.Goddard@dot.state.ma.us)>  
**Subject:** Inquiry

Hi Joseph,

The Governor's Press Office has shared your request for information below. I am happy to help address this request and will provide information on this topic from the MassDOT Registry of Motor Vehicles.

I understand that you are on deadline for today.

Thank you very much.

Regards,

Judi Riley

Communications Office

Massachusetts Department of Transportation

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Signal: +44 20 8133 5190

Wickr: josephcox

Jabber: [jfcx@jabber.ccc.de](mailto:jfcx@jabber.ccc.de)

**VICE Media**

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Thank you.

**From:** [Riley, Judith \(DOT\)](#)  
**To:** [joseph.cox@vice.com](mailto:joseph.cox@vice.com)  
**Cc:** [Goddard, Jacquelyn \(DOT\)](#)  
**Subject:** Inquiry  
**Date:** Wednesday, May 01, 2019 2:27:10 PM

---

Hi Joseph,

Please find below information concerning your inquiry.

Please note that law enforcement in the course of performing official business is able to view the Registry of Motor Vehicles' (RMV) digitized images through a web service that is maintained by the Executive Office of Public Safety and Security, Department of Criminal Justice Information Systems (EOPSS/DCJIS). The RMV does not provide access to its image files or facial recognition technology to any commercial third parties.

Thank you very much.

Regards,

Judi

---

**From:** Riley, Judith (DOT)  
**Sent:** Wednesday, May 1, 2019 12:07 PM  
**To:** joseph.cox@vice.com  
**Cc:** Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>  
**Subject:** Inquiry

Hi Joseph,

The Governor's Press Office has shared your request for information below. I am happy to help address this request and will provide information on this topic from the MassDOT Registry of Motor Vehicles.

I understand that you are on deadline for today.

Thank you very much.

Regards,

Judi Riley  
Communications Office  
Massachusetts Department of Transportation

Hey, I'm Joseph Cox, a journalist from Motherboard which is the technology section of VICE.

Based on emails obtained through public records requests, we're doing a piece on how a facial recognition startup called Suspect Technologies tried to secure a deal with Plymouth Police. As part of that, Suspect Technologies asked the police force to help it gain access to data held by the MA Registry of Motor Vehicles for facial recognition purposes. According to the emails, that attempt ultimately failed, but the emails add that a number of other facial recognition companies have tried.

Please may I have your comment?

- Do any companies or third parties have access to the photo/facial data held by the MA RMV?
- Anything else you want to add around this

My deadline is today, ASAP. If you need anything else, just let me know.

Thank you,

--

**JOSEPH COX**

Senior Staff Writer

Signal: +44 20 8133 5190

Wickr: josephcox

Jabber: [jcox@jabber.ccc.de](mailto:jcox@jabber.ccc.de)

**VICE Media**

**From:** [Riley, Judith Reardon \(DOT\)](#)  
**To:** [Finlaw, Sarah \(GOV\)](#)  
**Cc:** [Goddard, Jacquelyn \(DOT\)](#); [Deveney, Erin \(DOT\)](#)  
**Subject:** RE: Inquiry - Joseph Cox, VICE  
**Date:** Wednesday, May 01, 2019 2:17:15 PM

---

Great. I will send the comment.

---

**From:** Finlaw, Sarah (GOV) <[sarah.finlaw@MassMail.State.MA.US](mailto:sarah.finlaw@MassMail.State.MA.US)>  
**Sent:** Wednesday, May 1, 2019 2:11 PM  
**To:** Riley, Judith Reardon (DOT) <[judith.reardon.riley@state.ma.us](mailto:judith.reardon.riley@state.ma.us)>  
**Cc:** Goddard, Jacquelyn (DOT) <[jacquelyn.goddard@state.ma.us](mailto:jacquelyn.goddard@state.ma.us)>; Deveney, Erin (DOT) <[erin.deveney@state.ma.us](mailto:erin.deveney@state.ma.us)>  
**Subject:** RE: Inquiry - Joseph Cox, VICE

I'm good

---

**From:** Riley, Judith Reardon (DOT)  
**Sent:** Wednesday, May 01, 2019 2:06 PM  
**To:** Finlaw, Sarah (GOV)  
**Cc:** Goddard, Jacquelyn (DOT); Deveney, Erin (DOT)  
**Subject:** RE: Inquiry - Joseph Cox, VICE

Hi Sarah,

The Registrar drafted the comment below. Would you please if you have any changes?

Draft 2:05 p.m.

Please note that law enforcement in the course of performing official business is able to view the Registry of Motor Vehicles' (RMV) digitized images through a web service that is maintained by the Executive Office of Public Safety and Security, Department of Criminal Justice Information Systems (EOPSS/DCJIS). The RMV does not provide access to its image files or facial recognition technology to any commercial third parties.

Thanks,

Judi

---

**From:** Finlaw, Sarah (GOV) <[sarah.finlaw@MassMail.State.MA.US](mailto:sarah.finlaw@MassMail.State.MA.US)>  
**Sent:** Wednesday, May 1, 2019 9:32 AM  
**To:** Goddard, Jacquelyn (DOT) <[jacquelyn.goddard@state.ma.us](mailto:jacquelyn.goddard@state.ma.us)>; Riley, Judith Reardon (DOT) <[judith.reardon.riley@state.ma.us](mailto:judith.reardon.riley@state.ma.us)>  
**Subject:** RE: Inquiry - Joseph Cox, VICE

Please let me know what the answer is before responding.



---

**From:** Finlaw, Sarah (GOV)  
**Sent:** Wednesday, May 01, 2019 9:11 AM  
**To:** Goddard, Jacquelyn (DOT) ([jacquelyn.goddard@dot.state.ma.us](mailto:jacquelyn.goddard@dot.state.ma.us)); Riley, Judith Reardon (DOT) ([judithreardon.riley@dot.state.ma.us](mailto:judithreardon.riley@dot.state.ma.us))  
**Subject:** FW: Inquiry - Joseph Cox, VICE

Can you reach out to him and say we shared the inquiry with you? I think you only need to answer the first question.

---

**From:** Leatherwood, Olivia (GOV)  
**Sent:** Wednesday, May 01, 2019 8:04 AM  
**To:** Moss, Brendan C. (GOV); Finlaw, Sarah (GOV); Chakrabarti, Anisha (GOV); MacCormack, Terry (GOV)  
**Subject:** Inquiry - Joseph Cox, VICE

Joseph Cox, VICE  
[joseph.cox@vice.com](mailto:joseph.cox@vice.com)

Hey, I'm Joseph Cox, a journalist from Motherboard which is the technology section of VICE.

Based on emails obtained through public records requests, we're doing a piece on how a facial recognition startup called Suspect Technologies tried to secure a deal with Plymouth Police. As part of that, Suspect Technologies asked the police force to help it gain access to data held by the MA Registry of Motor Vehicles for facial recognition purposes. According to the emails, that attempt ultimately failed, but the emails add that a number of other facial recognition companies have tried.

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My deadline is today, ASAP. If you need anything else, just let me know.

Thank you,

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--

**JOSEPH COX**  
Senior Staff Writer

Signal: +44 20 8133 5190  
Wickr: josephcox  
Jabber: [jcox@jabber.ccc.de](mailto:jcox@jabber.ccc.de)

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Thank you.

**From:** [Riley, Judith \(DOT\)](#)  
**To:** [Finlaw, Sarah \(GOV\)](#)  
**Cc:** [Goddard, Jacquelyn \(DOT\)](#); [Deveney, Erin \(DOT\)](#)  
**Subject:** RE: Inquiry - Joseph Cox, VICE  
**Date:** Wednesday, May 01, 2019 2:05:55 PM

---

Hi Sarah,

The Registrar drafted the comment below. Would you please if you have any changes?  
Draft 2:05 p.m.

Please note that law enforcement in the course of performing official business is able to view the Registry of Motor Vehicles' (RMV) digitized images through a web service that is maintained by the Executive Office of Public Safety and Security, Department of Criminal Justice Information Systems (EOPSS/DCJIS). The RMV does not provide access to its image files or facial recognition technology to any commercial third parties.

Thanks,

Judi

---

**From:** Finlaw, Sarah (GOV) <sarah.finlaw@MassMail.State.MA.US>  
**Sent:** Wednesday, May 1, 2019 9:32 AM  
**To:** Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>; Riley, Judith Reardon (DOT) <judith.reardon.riley@state.ma.us>  
**Subject:** RE: Inquiry - Joseph Cox, VICE

Please let me know what the answer is before responding.

---

**From:** Finlaw, Sarah (GOV)  
**Sent:** Wednesday, May 01, 2019 9:11 AM  
**To:** Goddard, Jacquelyn (DOT) ([jacquelyn.goddard@dot.state.ma.us](mailto:jacquelyn.goddard@dot.state.ma.us)); Riley, Judith Reardon (DOT) ([judithreardon.riley@dot.state.ma.us](mailto:judithreardon.riley@dot.state.ma.us))  
**Subject:** FW: Inquiry - Joseph Cox, VICE

Can you reach out to him and say we shared the inquiry with you? I think you only need to answer the first question.

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**Sent:** Wednesday, May 01, 2019 8:04 AM  
**To:** Moss, Brendan C. (GOV); Finlaw, Sarah (GOV); Chakrabarti, Anisha (GOV); MacCormack, Terry (GOV)  
**Subject:** Inquiry - Joseph Cox, VICE

Joseph Cox, VICE  
[joseph.cox@vice.com](mailto:joseph.cox@vice.com)

Hey, I'm Joseph Cox, a journalist from Motherboard which is the technology section of VICE.

Based on emails obtained through public records requests, we're doing a piece on how a facial recognition startup called Suspect Technologies tried to secure a deal with Plymouth Police. As part of that, Suspect Technologies asked the police force to help it gain access to data held by the MA Registry of Motor Vehicles for facial recognition purposes. According to the emails, that attempt ultimately failed, but the emails add that a number of other facial recognition companies have tried.

Please may I have your comment?

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- Anything else you want to add around this

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Thank you,

--  
--

**JOSEPH COX**

Senior Staff Writer

Signal: +44 20 8133 5190

Wickr: josephcox

Jabber: [jcox@jabber.ccc.de](mailto:jcox@jabber.ccc.de)

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Thank you.

**From:** [Riegel, Laura \(MBTA\)](#)  
**To:** [Hughes, Logan \(MBTA\)](#); [Bain, Rachel \(DOT\)](#); [Diamond, Kristin \(DOT\)](#)  
**Cc:** ["Austin Bauer"](#)  
**Subject:** RE: Remaining ATLAS Interface Questionnaires  
**Date:** Wednesday, May 01, 2019 1:59:36 PM  
**Attachments:** [OPMI ATLAS Interface Review.docx](#)

---

Agreed that data warehouse is all we directly need, but adding Kristin in case there are other things she's had to pull before.

---

**From:** Hughes, Logan <lhughes@MBTA.com>  
**Sent:** Tuesday, April 30, 2019 10:11  
**To:** 'Bain, Rachel (DOT)' <rachel.bain@state.ma.us>; Riegel, Laura <lriegel@MBTA.com>  
**Cc:** 'Austin Bauer' <austin.bauer@triverusconsulting.com>  
**Subject:** RE: Remaining ATLAS Interface Questionnaires

"Data warehouse" is the only one that is central to our current processes, as far as I can tell. (All four checkboxes)

We don't have any current processes relying on the others (unless they're earlier parts of the data chain that I'm not aware of).

---

**From:** Bain, Rachel (DOT) <[rachel.bain@state.ma.us](mailto:rachel.bain@state.ma.us)>  
**Sent:** Tuesday, April 30, 2019 9:59 AM  
**To:** Riegel, Laura <[lriegel@MBTA.com](mailto:lriegel@MBTA.com)>  
**Cc:** 'Austin Bauer' <[austin.bauer@triverusconsulting.com](mailto:austin.bauer@triverusconsulting.com)>; Hughes, Logan <[lhughes@MBTA.com](mailto:lhughes@MBTA.com)>  
**Subject:** FW: Remaining ATLAS Interface Questionnaires

Laura,

I want to review this and get it back to the RMV. I am copying Logan and Austin to help us think through functions that are potentially needed for Dashboard development.

---

**From:** Chanthaboun, Sye (DOT)  
**Sent:** Wednesday, April 17, 2019 3:44 PM  
**To:** Bain, Rachel (DOT)  
**Cc:** Primerano, John (DOT)  
**Subject:** FW: Remaining ATLAS Interface Questionnaires

Hi Rachel,

Can you or someone on your team fill out the attached questionnaire? The way to look at this is: To effectively perform OPM&I functions outlined in the columns, are the interfaces listed in the rows needed to support those functions?

Let me know if you have any questions.

Thanks,  
Sye

-----  
Sye Chanthaboun  
857-368-7722

---

**From:** Tramonte, David (Guidehouse)  
**Sent:** Tuesday, April 16, 2019 5:11 PM  
**To:** Chanthaboun, Sye (DOT) <[Sye.Chanthaboun@dot.state.ma.us](mailto:Sye.Chanthaboun@dot.state.ma.us)>  
**Cc:** Richard, Hunter (Guidehouse) <[Hunter.Richard@dot.state.ma.us](mailto:Hunter.Richard@dot.state.ma.us)>; Bandoian, Austin (DOT) <[Austin.Bandoian@dot.state.ma.us](mailto:Austin.Bandoian@dot.state.ma.us)>  
**Subject:** Remaining ATLAS Interface Questionnaires

Hi Sye,

Thank you for recently filling out our ATLAS Interface questionnaire for AAA Offices and RMV Service Centers – you have been a massive help.

Unfortunately, we did not receive completed questionnaires from several departments, including:

- Enforcement Services
- OPMI
- RMV Security
- RMV Training

Gary and Matt suggested that we reach out to you to help complete the remaining questionnaires, which are already formatted for each of these departments. However, we hope to be respectful of your time, and want to confirm that completing these would not be too much of a burden on you. Please let us know whether you have the bandwidth to complete these sometime within the next few days.

Thank you,  
Dave

**Dave Tramonte**  
Consultant, Guidehouse

MassDOT Business Impact Analysis Project  
10 Park Plaza, Suite 8350  
Boston, MA 02116  
781-367-2709

---

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**From:** [Goddard, Jacquelyn \(DOT\)](#)  
**To:** [Riley, Judith \(DOT\)](#)  
**Subject:** RE: Inquiry from Joseph Cox of VICE Magazine TIME SENSITIVE  
**Date:** Wednesday, May 01, 2019 1:56:00 PM

---

Please send to Sarah. Thanks.

Draft 1:50 p.m.

Please note that law enforcement in the course of performing official business is able to view the Registry of Motor Vehicles' (RMV) digitized images through a web service that is maintained by the Executive Office of Public Safety and Security, Department of Criminal Justice Information Systems (EOPSS/DCJIS). The RMV does not provide access to its image files or facial recognition technology to any commercial third parties.

**From:** [Riley, Judith \(DOT\)](#)  
**To:** [Goddard, Jacquelyn \(DOT\)](#)  
**Subject:** FW: Inquiry from Joseph Cox of VICE Magazine TIME SENSITIVE  
**Date:** Wednesday, May 01, 2019 1:54:12 PM

---

Hi Jacque,

Do you have any changes to the Registrar's comment below? If not, I will send it to Sarah.

Draft 1:50 p.m.

Please note that law enforcement in the course of performing official business is able to view the Registry of Motor Vehicles' (RMV) digitized images through a web service that is maintained by the Executive Office of Public Safety and Security, Department of Criminal Justice Information Systems (EOPSS/DCJIS). The RMV does not provide access to its image files or facial recognition technology to any commercial third parties.

Thanks,

Judi

---

**From:** Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>  
**Sent:** Wednesday, May 1, 2019 1:45 PM  
**To:** Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>; Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>  
**Cc:** Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>; Finlaw, Sarah (GOV) <sarah.finlaw@MassMail.State.MA.US>; Garrity, Rob (DOT) <Rob.Garrity@dot.state.ma.us>; Spriggs, Nicole (DOT) <Nicole.Spriggs@dot.state.ma.us>  
**Subject:** RE: Inquiry from Joseph Cox of VICE Magazine TIME SENSITIVE

Judi-

Law enforcement in the course of performing official business is able to view the RMV's digitized images through a web service that is maintained by the Executive Office of Public Safety and Security, Department of Criminal Justice Information Systems (EOPSS/DCJIS). The RMV does not provide access to its image files or facial recognition technology to any commercial third parties.

---

**From:** Riley, Judith (DOT)  
**Sent:** Wednesday, May 1, 2019 11:39 AM  
**To:** Deveney, Erin (DOT); Lavoie, Sara (DOT)  
**Cc:** Goddard, Jacquelyn (DOT); Finlaw, Sarah (GOV); Garrity, Rob (DOT); Spriggs, Nicole (DOT)  
**Subject:** Inquiry from Joseph Cox of VICE Magazine TIME SENSITIVE  
**Importance:** High

Hi Registrar,

A journalist is writing a story about a facial recognition startup company that tried to secure a deal



with the Plymouth Police Department that would have included getting help with accessing the Registry's data for facial recognition purposes. He notes that the effort failed, and that there have been other companies that have also tried and failed to get access to the Registry's data.

The journalist is asking for a comment. Would you please help with a response to the first question below?

- “Do any companies or third parties have access to the photo/facial data held by the MA RMV?
- Anything else you want to add around this”

The reporter is on deadline for today.

Thank you very much.

Judi

---

**From:** Finlaw, Sarah (GOV) <[sarah.finlaw@MassMail.State.MA.US](mailto:sarah.finlaw@MassMail.State.MA.US)>  
**Sent:** Wednesday, May 1, 2019 9:11 AM  
**To:** Goddard, Jacquelyn (DOT) <[jacquelyn.goddard@state.ma.us](mailto:jacquelyn.goddard@state.ma.us)>; Riley, Judith Reardon (DOT) <[judith.reardon.riley@state.ma.us](mailto:judith.reardon.riley@state.ma.us)>  
**Subject:** FW: Inquiry - Joseph Cox, VICE

Can you reach out to him and say we shared the inquiry with you? I think you only need to answer the first question.

---

**From:** Leatherwood, Olivia (GOV)  
**Sent:** Wednesday, May 01, 2019 8:04 AM  
**To:** Moss, Brendan C. (GOV); Finlaw, Sarah (GOV); Chakrabarti, Anisha (GOV); MacCormack, Terry (GOV)  
**Subject:** Inquiry - Joseph Cox, VICE

Joseph Cox, VICE  
[joseph.cox@vice.com](mailto:joseph.cox@vice.com)

Hey, I'm Joseph Cox, a journalist from Motherboard which is the technology section of VICE.

Based on emails obtained through public records requests, we're doing a piece on how a facial recognition startup called Suspect Technologies tried to secure a deal with Plymouth Police. As part of that, Suspect Technologies asked the police force to help it gain access to data held by the MA Registry of Motor Vehicles for facial recognition purposes. According to the emails, that attempt ultimately failed, but the emails add that a number of other facial recognition companies have tried.

Please may I have your comment?

- Do any companies or third parties have access to the photo/facial data held by the MA RMV?
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My deadline is today, ASAP. If you need anything else, just let me know.

Thank you,

--

--

**JOSEPH COX**

Senior Staff Writer

Signal: +44 20 8133 5190

Wickr: josephcox

Jabber: [jcox@jabber.ccc.de](mailto:jcox@jabber.ccc.de)

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**From:** [Deveney, Erin \(DOT\)](#)  
**To:** [Riley, Judith \(DOT\)](#); [Lavoie, Sara \(DOT\)](#)  
**Cc:** [Goddard, Jacquelyn \(DOT\)](#); [Finlaw, Sarah \(GOV\)](#); [Garrity, Rob \(DOT\)](#); [Spriggs, Nicole \(DOT\)](#)  
**Subject:** RE: Inquiry from Joseph Cox of VICE Magazine TIME SENSITIVE  
**Date:** Wednesday, May 01, 2019 1:44:46 PM

---

Judi-

Law enforcement in the course of performing official business is able to view the RMV's digitized images through a web service that is maintained by the Executive Office of Public Safety and Security, Department of Criminal Justice Information Systems (EOPSS/DCJIS). The RMV does not provide access to its image files or facial recognition technology to any commercial third parties.

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**Cc:** Goddard, Jacquelyn (DOT); Finlaw, Sarah (GOV); Garrity, Rob (DOT); Spriggs, Nicole (DOT)  
**Subject:** Inquiry from Joseph Cox of VICE Magazine TIME SENSITIVE  
**Importance:** High

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Judi

---

**From:** Finlaw, Sarah (GOV) <sarah.finlaw@MassMail.State.MA.US>  
**Sent:** Wednesday, May 1, 2019 9:11 AM  
**To:** Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>; Riley, Judith Reardon (DOT) <judith.reardon.riley@state.ma.us>  
**Subject:** FW: Inquiry - Joseph Cox, VICE

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**JOSEPH COX**  
Senior Staff Writer

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**To:** [Finlaw, Sarah \(GOV\)](#)  
**Cc:** [Goddard, Jacquelyn \(DOT\)](#)  
**Subject:** RE: Inquiry - Joseph Cox, VICE  
**Date:** Wednesday, May 01, 2019 12:52:48 PM

---

Hi Sarah,

I will send you the draft comment as soon as it's available.

Thanks,

Judi

---

**From:** Finlaw, Sarah (GOV) <sarah.finlaw@MassMail.State.MA.US>  
**Sent:** Wednesday, May 1, 2019 9:11 AM  
**To:** Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>; Riley, Judith Reardon (DOT) <judith.reardon.riley@state.ma.us>  
**Subject:** FW: Inquiry - Joseph Cox, VICE

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**To:** Moss, Brendan C. (GOV); Finlaw, Sarah (GOV); Chakrabarti, Anisha (GOV); MacCormack, Terry (GOV)  
**Subject:** Inquiry - Joseph Cox, VICE

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**JOSEPH COX**

Senior Staff Writer

Signal: +44 20 8133 5190

Wickr: josephcox

Jabber: [jcox@jabber.ccc.de](mailto:jcox@jabber.ccc.de)

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Thank you.

**From:** [Joseph Cox](#)  
**To:** [Riley, Judith \(DOT\)](#)  
**Cc:** [Goddard, Jacquelyn \(DOT\)](#)  
**Subject:** Re: Inquiry  
**Date:** Wednesday, May 01, 2019 12:17:20 PM

---

Great thank you, appreciated. Just let me know if you need anything else.

Cheers,

On Wed, 1 May 2019 at 18:07, Riley, Judith Reardon (DOT)  
<[judith.reardon.riley@state.ma.us](mailto:judith.reardon.riley@state.ma.us)> wrote:

Hi Joseph,

The Governor's Press Office has shared your request for information below. I am happy to help address this request and will provide information on this topic from the MassDOT Registry of Motor Vehicles.

I understand that you are on deadline for today.

Thank you very much.

Regards,

Judi Riley

Communications Office

Massachusetts Department of Transportation

Hey, I'm Joseph Cox, a journalist from Motherboard which is the technology section of VICE.

Based on emails obtained through public records requests, we're doing a piece on how a facial recognition startup called Suspect Technologies tried to secure a deal with Plymouth Police. As part of that, Suspect Technologies asked the police force to help it gain access to data held by the MA Registry of Motor Vehicles for facial recognition purposes. According to the emails, that attempt ultimately failed, but the emails add that a number of other facial recognition companies have tried.

Please may I have your comment?

- Do any companies or third parties have access to the photo/facial data held by the MA RMV?

- Anything else you want to add around this

My deadline is today, ASAP. If you need anything else, just let me know.

Thank you,

--

**JOSEPH COX**

Senior Staff Writer

Signal: +44 20 8133 5190

Wickr: josephcox

Jabber: [jfcox@jabber.ccc.de](mailto:jfcox@jabber.ccc.de)

**VICE Media**

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**JOSEPH COX**

Senior Staff Writer



Signal: +44 20 8133 5190  
Wickr: josephcox  
Jabber: [jfcx@jabber.ccc.de](mailto:jfcx@jabber.ccc.de)

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Thank you.

**From:** [Riley, Judith \(DOT\)](#)  
**To:** [joseph.cox@vice.com](mailto:joseph.cox@vice.com)  
**Cc:** [Goddard, Jacquelyn \(DOT\)](#)  
**Subject:** Inquiry  
**Date:** Wednesday, May 01, 2019 12:07:03 PM

---

Hi Joseph,

The Governor's Press Office has shared your request for information below. I am happy to help address this request and will provide information on this topic from the MassDOT Registry of Motor Vehicles.

I understand that you are on deadline for today.

Thank you very much.

Regards,

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Massachusetts Department of Transportation

Hey, I'm Joseph Cox, a journalist from Motherboard which is the technology section of VICE.

Based on emails obtained through public records requests, we're doing a piece on how a facial recognition startup called Suspect Technologies tried to secure a deal with Plymouth Police. As part of that, Suspect Technologies asked the police force to help it gain access to data held by the MA Registry of Motor Vehicles for facial recognition purposes. According to the emails, that attempt ultimately failed, but the emails add that a number of other facial recognition companies have tried.

Please may I have your comment?

- Do any companies or third parties have access to the photo/facial data held by the MA RMV?
- Anything else you want to add around this

My deadline is today, ASAP. If you need anything else, just let me know.

Thank you,

--

**JOSEPH COX**  
Senior Staff Writer

Signal: +44 20 8133 5190  
Wickr: josephcox  
Jabber: [jcox@jabber.ccc.de](mailto:jcox@jabber.ccc.de)

**VICE Media**

**From:** [Goddard, Jacquelyn \(DOT\)](#)  
**To:** [Riley, Judith \(DOT\)](#)  
**Subject:** RE: Inquiry from Joseph Cox of VICE Magazine TIME SENSITIVE  
**Date:** Wednesday, May 01, 2019 11:59:00 AM

---

Looks good

---

**From:** Riley, Judith (DOT)  
**Sent:** Wednesday, May 01, 2019 11:50 AM  
**To:** Goddard, Jacquelyn (DOT)  
**Subject:** Inquiry from Joseph Cox of VICE Magazine TIME SENSITIVE  
**Importance:** High

Hi Jacque,

Are you okay with the draft email below to Joseph Cox? I wasn't sure if you needed to approve.

### **Draft 11:49 a.m.**

The Governor's Press Office has shared your request for information below. I am happy to help address this request and will provide information on this topic from the MassDOT Registry of Motor Vehicles.

I understand that you are on deadline for today.

Thank you very much.

Regards,

Judi Riley  
Communications Office  
Massachusetts Department of Transportation

---

**From:** Leatherwood, Olivia (GOV)  
**Sent:** Wednesday, May 01, 2019 8:04 AM  
**To:** Moss, Brendan C. (GOV); Finlaw, Sarah (GOV); Chakrabarti, Anisha (GOV); MacCormack, Terry (GOV)  
**Subject:** Inquiry - Joseph Cox, VICE

Joseph Cox, VICE  
[joseph.cox@vice.com](mailto:joseph.cox@vice.com)

Hey, I'm Joseph Cox, a journalist from Motherboard which is the technology section of VICE.

Based on emails obtained through public records requests, we're doing a piece on how a facial recognition startup called Suspect Technologies tried to secure a deal with Plymouth Police. As part of that, Suspect Technologies asked the police force to help it gain access to data held by the MA Registry of Motor Vehicles for facial recognition purposes. According to the emails, that attempt ultimately failed, but the emails add that a number of other facial recognition companies have tried.

Please may I have your comment?

- Do any companies or third parties have access to the photo/facial data held by the MA RMV?
- Anything else you want to add around this

My deadline is today, ASAP. If you need anything else, just let me know.

Thank you,

--

--

**JOSEPH COX**

Senior Staff Writer

Signal: +44 20 8133 5190

Wickr: josephcox

Jabber: [jcox@jabber.ccc.de](mailto:jcox@jabber.ccc.de)

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Thank you.

**From:** [Riley, Judith \(DOT\)](#)  
**To:** [Goddard, Jacquelyn \(DOT\)](#)  
**Subject:** Inquiry from Joseph Cox of VICE Magazine TIME SENSITIVE  
**Date:** Wednesday, May 01, 2019 11:50:25 AM

---

Hi Jacque,

Are you okay with the draft email below to Joseph Cox? I wasn't sure if you needed to approve.

## **Draft 11:49 a.m.**

The Governor's Press Office has shared your request for information below. I am happy to help address this request and will provide information on this topic from the MassDOT Registry of Motor Vehicles.

I understand that you are on deadline for today.

Thank you very much.

Regards,

Judi Riley  
Communications Office  
Massachusetts Department of Transportation

---

**From:** Leatherwood, Olivia (GOV)  
**Sent:** Wednesday, May 01, 2019 8:04 AM  
**To:** Moss, Brendan C. (GOV); Finlaw, Sarah (GOV); Chakrabarti, Anisha (GOV); MacCormack, Terry (GOV)  
**Subject:** Inquiry - Joseph Cox, VICE

Joseph Cox, VICE  
[joseph.cox@vice.com](mailto:joseph.cox@vice.com)

Hey, I'm Joseph Cox, a journalist from Motherboard which is the technology section of VICE.

Based on emails obtained through public records requests, we're doing a piece on how a facial recognition startup called Suspect Technologies tried to secure a deal with Plymouth Police. As part of that, Suspect Technologies asked the police force to help it gain access to data held by the MA Registry of Motor Vehicles for facial recognition purposes. According to the emails, that attempt ultimately failed, but the emails add that a number of other facial recognition companies have tried.

Please may I have your comment?

- Do any companies or third parties have access to the photo/facial data held by the MA RMV?
- Anything else you want to add around this

My deadline is today, ASAP. If you need anything else, just let me know.

Thank you,

--  
--

**JOSEPH COX**  
Senior Staff Writer

Signal: +44 20 8133 5190  
Wickr: josephcox  
Jabber: [jcox@jabber.ccc.de](mailto:jcox@jabber.ccc.de)

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Thank you.

**From:** [Riley, Judith \(DOT\)](#)  
**To:** [Deveney, Erin \(DOT\)](#); [Lavoie, Sara \(DOT\)](#)  
**Cc:** [Goddard, Jacquelyn \(DOT\)](#); [Finlaw, Sarah \(GOV\)](#); [Garrity, Rob \(DOT\)](#); [Spriggs, Nicole \(DOT\)](#)  
**Subject:** Inquiry from Joseph Cox of VICE Magazine TIME SENSITIVE  
**Date:** Wednesday, May 01, 2019 11:39:26 AM

---

Hi Registrar,

A journalist is writing a story about a facial recognition startup company that tried to secure a deal with the Plymouth Police Department that would have included getting help with accessing the Registry's data for facial recognition purposes. He notes that the effort failed, and that there have been other companies that have also tried and failed to get access to the Registry's data.

The journalist is asking for a comment. Would you please help with a response to the first question below?

- "Do any companies or third parties have access to the photo/facial data held by the MA RMV?"
- Anything else you want to add around this"

The reporter is on deadline for today.

Thank you very much.

Judi

---

**From:** Finlaw, Sarah (GOV) <sarah.finlaw@MassMail.State.MA.US>  
**Sent:** Wednesday, May 1, 2019 9:11 AM  
**To:** Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>; Riley, Judith Reardon (DOT) <judith.reardon.riley@state.ma.us>  
**Subject:** FW: Inquiry - Joseph Cox, VICE

Can you reach out to him and say we shared the inquiry with you? I think you only need to answer the first question.

---

**From:** Leatherwood, Olivia (GOV)  
**Sent:** Wednesday, May 01, 2019 8:04 AM  
**To:** Moss, Brendan C. (GOV); Finlaw, Sarah (GOV); Chakrabarti, Anisha (GOV); MacCormack, Terry (GOV)  
**Subject:** Inquiry - Joseph Cox, VICE

Joseph Cox, VICE  
[joseph.cox@vice.com](mailto:joseph.cox@vice.com)

Hey, I'm Joseph Cox, a journalist from Motherboard which is the technology section of VICE.

Based on emails obtained through public records requests, we're doing a piece on how a facial recognition startup called Suspect Technologies tried to secure a deal with Plymouth Police. As part of that, Suspect Technologies asked the police force to help it gain access to data held by the MA Registry of Motor Vehicles for facial recognition purposes. According to the emails, that attempt ultimately failed, but the emails add that a number of other facial recognition companies have tried.

Please may I have your comment?

- Do any companies or third parties have access to the photo/facial data held by the MA RMV?
- Anything else you want to add around this

My deadline is today, ASAP. If you need anything else, just let me know.

Thank you,

--  
--

**JOSEPH COX**

Senior Staff Writer

Signal: +44 20 8133 5190

Wickr: josephcox

Jabber: [jfcx@jabber.ccc.de](mailto:jfcx@jabber.ccc.de)

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Thank you.



**From:** [Winkler, Brian \(ATLAS\)](#)  
**To:** [Lavoie, Sara \(DOT\)](#); [Chanthaboun, Sye \(DOT\)](#); [Foster, Gary S \(MBTA\)](#); [Macdonald, Alan \(DOT\)](#); [McCollem, Steve \(DOT\)](#); [Primerano, John \(DOT\)](#); [Ogilvie, Colleen \(DOT\)](#); [Smirnov, Vladimir \(ATLAS\)](#)  
**Cc:** [Sagi, Diwakar \(DOT\)](#)  
**Subject:** RE: Seeking approval for migration tonight  
**Date:** Wednesday, May 01, 2019 9:45:39 AM

---

Vlad is in and actively working on the changes now. We want to test this morning to verify that the moving the jobs doesn't affect anything.

---

**From:** Lavoie, Sara (DOT)  
**Sent:** Wednesday, May 1, 2019 9:43 AM  
**To:** Chanthaboun, Sye (DOT) <[Sye.Chanthaboun@dot.state.ma.us](mailto:Sye.Chanthaboun@dot.state.ma.us)>; Foster, Gary S (MBTA) <[gfooster@mbta.com](mailto:gfooster@mbta.com)>; Macdonald, Alan (DOT) <[alan.macdonald@dot.state.ma.us](mailto:alan.macdonald@dot.state.ma.us)>; McCollem, Steve (DOT) <[Steve.McCollem@dot.state.ma.us](mailto:Steve.McCollem@dot.state.ma.us)>; Primerano, John (DOT) <[John.Primerano@dot.state.ma.us](mailto:John.Primerano@dot.state.ma.us)>; Ogilvie, Colleen (DOT) <[Colleen.Ogilvie@dot.state.ma.us](mailto:Colleen.Ogilvie@dot.state.ma.us)>; Smirnov, Vladimir (ATLAS) <[Vladimir.Smirnov@dot.state.ma.us](mailto:Vladimir.Smirnov@dot.state.ma.us)>  
**Cc:** Sagi, Diwakar (DOT) <[Diwakar.Sagi@dot.state.ma.us](mailto:Diwakar.Sagi@dot.state.ma.us)>; Winkler, Brian (ATLAS) <[Brian.Winkler@dot.state.ma.us](mailto:Brian.Winkler@dot.state.ma.us)>  
**Subject:** RE: Seeking approval for migration tonight

The team received an additional 100 duplicate records to review today. Are the requisite resources in today to handle moving this solution into production?

---

**From:** Chanthaboun, Sye (DOT)  
**Sent:** Tuesday, April 30, 2019 5:16 PM  
**To:** Foster, Gary S (MBTA); Macdonald, Alan (DOT); Lavoie, Sara (DOT); McCollem, Steve (DOT); Primerano, John (DOT); Ogilvie, Colleen (DOT); Smirnov, Vladimir (ATLAS)  
**Cc:** Sagi, Diwakar (DOT); Winkler, Brian (ATLAS)  
**Subject:** RE: Seeking approval for migration tonight

All,

Unfortunately, Vlad had to go home sick today at noon and was not able to go through the necessary migration protocols. Upon his return, we will run additional test cycles to ensure that the change will eliminate the duplicate records in Issuance 360 and does not negatively impact other processing.

I anticipate that we can be ready for a migration tomorrow night.

Thanks,  
Sye

-----  
Sye Chanthaboun  
857-368-7722

---

**From:** Foster, Gary [<mailto:GFoster@MBTA.com>]

**Sent:** Tuesday, April 30, 2019 4:11 PM

**To:** Macdonald, Alan (DOT) <[alan.macdonald@dot.state.ma.us](mailto:alan.macdonald@dot.state.ma.us)>; Lavoie, Sara (DOT) <[Sara.Lavoie@dot.state.ma.us](mailto:Sara.Lavoie@dot.state.ma.us)>; Chanthaboun, Sye (DOT) <[Sye.Chanthaboun@dot.state.ma.us](mailto:Sye.Chanthaboun@dot.state.ma.us)>; McCollem, Steve (DOT) <[Steve.McCollem@dot.state.ma.us](mailto:Steve.McCollem@dot.state.ma.us)>; Primerano, John (DOT) <[John.Primerano@dot.state.ma.us](mailto:John.Primerano@dot.state.ma.us)>; Ogilvie, Colleen (DOT) <[Colleen.Ogilvie@dot.state.ma.us](mailto:Colleen.Ogilvie@dot.state.ma.us)>; Smirnov, Vladimir (ATLAS) <[Vladimir.Smirnov@dot.state.ma.us](mailto:Vladimir.Smirnov@dot.state.ma.us)>

**Subject:** Re: Seeking approval for migration tonight

Up to Sye.

Gary Foster work iPhone

---

**From:** Macdonald, Alan (DOT) <[alan.macdonald@dot.state.ma.us](mailto:alan.macdonald@dot.state.ma.us)>

**Sent:** Tuesday, April 30, 2019 4:09 PM

**To:** Lavoie, Sara (DOT); Chanthaboun, Sye (DOT); McCollem, Steve (DOT); Primerano, John (DOT); Ogilvie, Colleen (DOT); Smirnov, Vladimir (ATLAS); Foster, Gary

**Subject:** RE: Seeking approval for migration tonight

As the standard procedure for these expedited migrations has been to be originated from the IT team, in order to affirm that the SQR has complete a full cycle of development, testing, and final preparation, I would like to stick with that format. Can the members of the IT team weigh in with that affirmation that the SQR is fully prepared, through QA and other checks, to be migrated? I would like to have everyone comfortable that loading this will not break anything else. I also don't have a sense of the urgency that merits an emergency migration in light of the preference to hold off changes in order to enhance system stability.

Input appreciated.

Thanks.

A

---

**From:** Lavoie, Sara (DOT) <[Sara.Lavoie@dot.state.ma.us](mailto:Sara.Lavoie@dot.state.ma.us)>

**Sent:** Tuesday, April 30, 2019 12:19 PM

**To:** Chanthaboun, Sye (DOT) <[Sye.Chanthaboun@dot.state.ma.us](mailto:Sye.Chanthaboun@dot.state.ma.us)>; McCollem, Steve (DOT) <[Steve.McCollem@dot.state.ma.us](mailto:Steve.McCollem@dot.state.ma.us)>; Primerano, John (DOT) <[John.Primerano@dot.state.ma.us](mailto:John.Primerano@dot.state.ma.us)>; Macdonald, Alan (DOT) <[alan.macdonald@dot.state.ma.us](mailto:alan.macdonald@dot.state.ma.us)>; Ogilvie, Colleen (DOT) <[Colleen.Ogilvie@dot.state.ma.us](mailto:Colleen.Ogilvie@dot.state.ma.us)>; Smirnov, Vladimir (ATLAS) <[Vladimir.Smirnov@dot.state.ma.us](mailto:Vladimir.Smirnov@dot.state.ma.us)>; Foster, Gary S (MBTA) <[gfooster@mbta.com](mailto:gfooster@mbta.com)>

**Subject:** Seeking approval for migration tonight

**Importance:** High

Good afternoon, I request approval to migrate the following change into production tonight. The problem is impacting RMV and MSP users of Issuance 360 as it creates duplicate work at present and the fix is represented in the following SQR:

**SQR 7613: Running the Morpho Credential Manufacture Job as deferred has created some duplicate Facial Recognition cases in Issuance 360**

We just had a call with Issuance 360 users, Idemia and FAST. Idemia confirmed that this will not impact any of their processes and recommend going forward tonight with the change.

- The proposed change would change the time of day the non-prod image job is sent to Idemia.
- Presently, the non-prod and prod jobs are going simultaneously at 7pm and resulting in duplicate records and duplicative work.
- Sending the prod at 7pm and the non-prod at midnight will ensure that if the customer had both prod and non-prod records changes on the same day, the prod record will trump the non-prod record thus we review the customer's image just once instead of twice.
- This change impacts only FR Issuance 360 users in my unit.

Please let me know as soon as possible if there are any questions or objections.

Sara

Sara Lavoie

***Is REAL ID right for you? REAL ID. Real Answers:*** [Mass.gov/RealID](https://www.mass.gov/RealID)

Director of Enforcement Services

[sara.lavoie@state.ma.us](mailto:sara.lavoie@state.ma.us)

Desk: 857-368-8910

Mobile: 617-780-4016

---

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**From:** [Lavoie, Sara \(DOT\)](#)  
**To:** [Chanthaboun, Sye \(DOT\)](#); [Foster, Gary S \(MBTA\)](#); [Macdonald, Alan \(DOT\)](#); [McCollem, Steve \(DOT\)](#); [Primerano, John \(DOT\)](#); [Ogilvie, Colleen \(DOT\)](#); [Smirnov, Vladimir \(ATLAS\)](#)  
**Cc:** [Sagi, Diwakar \(DOT\)](#); [Winkler, Brian \(ATLAS\)](#)  
**Subject:** RE: Seeking approval for migration tonight  
**Date:** Wednesday, May 01, 2019 9:43:30 AM

---

The team received an additional 100 duplicate records to review today. Are the requisite resources in today to handle moving this solution into production?

---

**From:** Chanthaboun, Sye (DOT)  
**Sent:** Tuesday, April 30, 2019 5:16 PM  
**To:** Foster, Gary S (MBTA); Macdonald, Alan (DOT); Lavoie, Sara (DOT); McCollem, Steve (DOT); Primerano, John (DOT); Ogilvie, Colleen (DOT); Smirnov, Vladimir (ATLAS)  
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**Subject:** RE: Seeking approval for migration tonight

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Sye

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Sye Chanthaboun  
857-368-7722

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**Sent:** Tuesday, April 30, 2019 4:11 PM  
**To:** Macdonald, Alan (DOT) <alan.macdonald@dot.state.ma.us>; Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>; Chanthaboun, Sye (DOT) <Sye.Chanthaboun@dot.state.ma.us>; McCollem, Steve (DOT) <Steve.McCollem@dot.state.ma.us>; Primerano, John (DOT) <John.Primerano@dot.state.ma.us>; Ogilvie, Colleen (DOT) <Colleen.Ogilvie@dot.state.ma.us>; Smirnov, Vladimir (ATLAS) <Vladimir.Smirnov@dot.state.ma.us>  
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Input appreciated.

Thanks.

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**Sent:** Tuesday, April 30, 2019 12:19 PM

**To:** Chanthaboun, Sye (DOT) <[Sye.Chanthaboun@dot.state.ma.us](mailto:Sye.Chanthaboun@dot.state.ma.us)>; McCollem, Steve (DOT) <[Steve.McCollem@dot.state.ma.us](mailto:Steve.McCollem@dot.state.ma.us)>; Primerano, John (DOT) <[John.Primerano@dot.state.ma.us](mailto:John.Primerano@dot.state.ma.us)>; Macdonald, Alan (DOT) <[alan.macdonald@dot.state.ma.us](mailto:alan.macdonald@dot.state.ma.us)>; Ogilvie, Colleen (DOT) <[Colleen.Ogilvie@dot.state.ma.us](mailto:Colleen.Ogilvie@dot.state.ma.us)>; Smirnov, Vladimir (ATLAS) <[Vladimir.Smirnov@dot.state.ma.us](mailto:Vladimir.Smirnov@dot.state.ma.us)>; Foster, Gary S (MBTA) <[gfooster@mbta.com](mailto:gfooster@mbta.com)>

**Subject:** Seeking approval for migration tonight

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Director of Enforcement Services

[sara.lavoie@state.ma.us](mailto:sara.lavoie@state.ma.us)

Desk: 857-368-8910

Mobile: 617-780-4016

---

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**From:** [Bowes, Tom \(DOT\)](#)  
**To:** [Eaton, Debra \(DOT\)](#)  
**Subject:** FW: Atlas Report: ATLAS Operation Summary Report - Report of key items that occurred in ATLAS for the day  
**Date:** Wednesday, May 01, 2019 6:45:00 AM  
**Attachments:** [942866432.pdf](#)

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Tom Bowes  
Director, Merit Rating Board  
25 Newport Ave Ext.  
Quincy, MA. 02171

Tel: 857-368-7601  
Fax: 857-368-0806

-----Original Message-----

From: RMV Do Not Reply <RMVDoNotReply@state.ma.us>  
Sent: Wednesday, May 1, 2019 12:56 AM  
To: Macdonald, Alan (DOT) <alan.macdonald@dot.state.ma.us>; Michalik, Anne (DOT) <Anne.Michalik@dot.state.ma.us>; Donaruma, AnnMarie (DOT) <AnnMarie.Donaruma@dot.state.ma.us>; Goodman, Ben (ATLAS) <ben.goodman@dot.state.ma.us>; Catania, Bill (DOT) <Bill.Catania@dot.state.ma.us>; Winkler, Brian (ATLAS) <Brian.Winkler@dot.state.ma.us>; Mendez, Carolina (DOT) <Carolina.S.Mendez@dot.state.ma.us>; Paquette, Catherine (DOT) <Catherine.Paquette@dot.state.ma.us>; Miller, Chris (ATLAS) <Chris.Miller@dot.state.ma.us>; Ogilvie, Colleen (DOT) <Colleen.Ogilvie@dot.state.ma.us>; Steller, Corrine W. (DOT) <Corrine.W.Steller@dot.state.ma.us>; Eaton, Debra (DOT) <Debra.Eaton@dot.state.ma.us>; Sagi, Diwakar (DOT) <Diwakar.Sagi@dot.state.ma.us>; Duffaut, Edvard (DOT) <Edvard.Duffaut@dot.state.ma.us>; Sheehan, Erin (DOT) <Erin.Sheehan@dot.state.ma.us>; Daley, Gretchen (DOT) <Gretchen.Daley@dot.state.ma.us>; Dilisio, James (DOT) <James.Dilisio@dot.state.ma.us>; Valley, Joan (DOT) <Joan.Valley@dot.state.ma.us>; Hesse, John (ATLAS) <John.Hesse@dot.state.ma.us>; Tatum, John (ATLAS) <john.tatum@dot.state.ma.us>; Orenberg, Joshua (DOT) <Joshua.Orenberg@dot.state.ma.us>; Pedi, Karen (DOT) <Karen.Pedi@dot.state.ma.us>; Costantino, Keith (DOT) <Keith.Costantino@dot.state.ma.us>; Costantino, Keith (DOT) <Keith.Costantino@dot.state.ma.us>; Canaan, Kenneth (DOT) <Kenneth.Canaan@dot.state.ma.us>; Faria, Kevin (DOT) <Kevin.Faria@dot.state.ma.us>; Klosek, Kevin (DOT) <Kevin.Klosek@dot.state.ma.us>; Gleason, Margaret (ATLAS) <Margaret.Gleason@dot.state.ma.us>; Tibma, Mary (DOT) <Mary.Tibma@dot.state.ma.us>; Griffin, Mary Jo (DOT) <MaryJo.Griffin@dot.state.ma.us>; Ariely, Michael (DOT) <Michael.Ariely@dot.state.ma.us>; Flynn, Nathan (ATLAS) <Nathan.Flynn@dot.state.ma.us>; Robare, Robert (DOT) <Robert.Robare@dot.state.ma.us>; Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>; Freeman, Scott (DOT) <Scott.Freeman@dot.state.ma.us>; Evans, Steve (DOT) <Steve.Evans@dot.state.ma.us>; McCollem, Steve (DOT) <Steve.McCollem@dot.state.ma.us>; Crispin, Susan (DOT) <Susan.Crispin@dot.state.ma.us>; Chanthaboun, Sye (DOT) <Sye.Chanthaboun@dot.state.ma.us>; Armistead, Tedford (DOT) <Tedford.Armistead@dot.state.ma.us>; Lacey, TJ (DOT) <Thomas.Lacey@dot.state.ma.us>; Bowes, Tom (DOT) <Tom.Bowes@dot.state.ma.us>; Martin, Zack (DOT) <Zack.A.Martin@dot.state.ma.us>  
Subject: Atlas Report: ATLAS Operation Summary Report - Report of key items that occurred in ATLAS for the day

Report Title: ATLAS Operation Summary Report  
Report Description: Report of key items that occurred in ATLAS for the day  
Processed On: 5/1/2019 12:55:58 AM  
Report Parameters:

Override Date: False  
High Date: 12/31/9999  
Report Date: 4/30/2019

**From:** [RMV Do Not Reply](#)  
**To:** [Macdonald, Alan \(DOT\)](#); [Michalik, Anne \(DOT\)](#); [Donaruma, AnnMarie \(DOT\)](#); [Goodman, Ben \(ATLAS\)](#); [Catania, Bill \(DOT\)](#); [Winkler, Brian \(ATLAS\)](#); [Mendez, Carolina \(DOT\)](#); [Paquette, Catherine \(DOT\)](#); [Miller, Chris \(ATLAS\)](#); [Ogilvie, Colleen \(DOT\)](#); [Steller, Corrine W. \(DOT\)](#); [Eaton, Debra \(DOT\)](#); [Sagi, Diwakar \(DOT\)](#); [Duffaut, Edvard \(DOT\)](#); [Sheehan, Erin \(DOT\)](#); [Daley, Gretchen \(DOT\)](#); [Dilisio, James \(DOT\)](#); [Valley, Joan \(DOT\)](#); [Hesse, John \(ATLAS\)](#); [Tatum, John \(ATLAS\)](#); [Orenberg, Joshua \(DOT\)](#); [Pedi, Karen \(DOT\)](#); [Costantino, Keith \(DOT\)](#); [Costantino, Keith \(DOT\)](#); [Canaan, Kenneth \(DOT\)](#); [Faria, Kevin \(DOT\)](#); [Klosek, Kevin \(DOT\)](#); [Gleason, Margaret \(ATLAS\)](#); [Tibma, Mary \(DOT\)](#); [Griffin, Mary Jo \(DOT\)](#); [Ariely, Michael \(DOT\)](#); [Flynn, Nathan \(ATLAS\)](#); [Robare, Robert \(DOT\)](#); [Lavole, Sara \(DOT\)](#); [Freeman, Scott \(DOT\)](#); [Evans, Steve \(DOT\)](#); [McCollem, Steve \(DOT\)](#); [Crispin, Susan \(DOT\)](#); [Chanthaboun, Sye \(DOT\)](#); [Armistead, Tedford \(DOT\)](#); [Lacey, TJ \(DOT\)](#); [Bowes, Tom \(DOT\)](#); [Martin, Zack \(DOT\)](#)  
**Subject:** Atlas Report: ATLAS Operation Summary Report - Report of key items that occurred in ATLAS for the day  
**Date:** Wednesday, May 01, 2019 12:56:14 AM  
**Attachments:** [942866432.pdf](#)

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Report Title: ATLAS Operation Summary Report  
Report Description: Report of key items that occurred in ATLAS for the day  
Processed On: 5/1/2019 12:55:58 AM  
Report Parameters:

Override Date: False  
High Date: 12/31/9999  
Report Date: 4/30/2019



**From:** [RMV Do Not Reply](#)  
**To:** [Macdonald, Alan \(DOT\)](#); [Michalik, Anne \(DOT\)](#); [Donaruma, AnnMarie \(DOT\)](#); [Goodman, Ben \(ATLAS\)](#); [Catania, Bill \(DOT\)](#); [Winkler, Brian \(ATLAS\)](#); [Mendez, Carolina \(DOT\)](#); [Paquette, Catherine \(DOT\)](#); [Miller, Chris \(ATLAS\)](#); [Ogilvie, Colleen \(DOT\)](#); [Steller, Corrine W. \(DOT\)](#); [Eaton, Debra \(DOT\)](#); [Sagi, Diwakar \(DOT\)](#); [Duffaut, Edvard \(DOT\)](#); [Sheehan, Erin \(DOT\)](#); [Daley, Gretchen \(DOT\)](#); [Dilisio, James \(DOT\)](#); [Valley, Joan \(DOT\)](#); [Hesse, John \(ATLAS\)](#); [Tatum, John \(ATLAS\)](#); [Orenberg, Joshua \(DOT\)](#); [Pedi, Karen \(DOT\)](#); [Costantino, Keith \(DOT\)](#); [Costantino, Keith \(DOT\)](#); [Canaan, Kenneth \(DOT\)](#); [Faria, Kevin \(DOT\)](#); [Klosek, Kevin \(DOT\)](#); [Gleason, Margaret \(ATLAS\)](#); [Tibma, Mary \(DOT\)](#); [Griffin, Mary Jo \(DOT\)](#); [Ariely, Michael \(DOT\)](#); [Flynn, Nathan \(ATLAS\)](#); [Robare, Robert \(DOT\)](#); [Lavole, Sara \(DOT\)](#); [Freeman, Scott \(DOT\)](#); [Evans, Steve \(DOT\)](#); [McCollem, Steve \(DOT\)](#); [Crispin, Susan \(DOT\)](#); [Chanthaboun, Sye \(DOT\)](#); [Armistead, Tedford \(DOT\)](#); [Lacey, TJ \(DOT\)](#); [Bowes, Tom \(DOT\)](#); [Martin, Zack \(DOT\)](#)  
**Subject:** Atlas Report: ATLAS Operation Summary Report - Report of key items that occurred in ATLAS for the day  
**Date:** Wednesday, May 01, 2019 12:56:12 AM  
**Attachments:** [942866432.pdf](#)

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Report Title: ATLAS Operation Summary Report  
Report Description: Report of key items that occurred in ATLAS for the day  
Processed On: 5/1/2019 12:55:58 AM  
Report Parameters:

Override Date: False  
High Date: 12/31/9999  
Report Date: 4/30/2019