

From: [Guarino, Sarah \(DOT\)](#)
To: [REDACTED]
Cc: [MSP-DL - Facial Rec ES](#)
Subject: FR Request
Date: Friday, August 16, 2019 3:16:34 PM

Hello Officer [REDACTED],

We received your fax request for facial rec on subject [REDACTED].
Facial recognition did not find a match on subject.

Regards,

Sarah Guarino
Facial Recognition Analyst (PC1)
Enforcement Services Unit, MassDOT/RMV
Direct: (857)368-8623
Fax: (857)368-0645
Email: sarah.guarino@dot.state.ma.us

From: [Guarino, Sarah \(DOT\)](#)
To: [Canaan, Kenneth \(DOT\)](#)
Cc: [Falcon, Eric \(DOT\)](#)
Subject: RE: Merge assistance
Date: Friday, August 16, 2019 12:23:43 PM

Thank you Ken

From: Canaan, Kenneth (DOT) <Kenneth.Canaan@dot.state.ma.us>
Sent: Friday, August 16, 2019 12:15 PM
To: Guarino, Sarah (DOT) <Sarah.Guarino@dot.state.ma.us>
Cc: Falcon, Eric (DOT) <Eric.Falcon@dot.state.ma.us>
Subject: RE: Merge assistance

Merged. The other account was just a liquor ID. The S# had an expired license. Balance seems to be an issuance carry over from ALARS, and may not be valid. I merged to the S# since that is where the existing license resides.

From: Guarino, Sarah (DOT)
Sent: Friday, August 16, 2019 11:30 AM
To: Canaan, Kenneth (DOT) <Kenneth.Canaan@dot.state.ma.us>
Cc: Falcon, Eric (DOT) <Eric.Falcon@dot.state.ma.us>
Subject: Merge assistance

Hello Kenneth,
Can you please take a look at these records [REDACTED]?
There's a balance owed on one. So I'm unable to merge.

Thank you very much


Sarah Guarino
Facial Recognition Analyst (PC1)
Enforcement Services Unit, MassDOT/RMV
Direct: (857)368-8623
Fax: (857)368-0645
Email: sarah.guarino@dot.state.ma.us

From: [Canaan, Kenneth \(DOT\)](#)
To: [Guarino, Sarah \(DOT\)](#)
Cc: [Falcon, Eric \(DOT\)](#)
Subject: RE: Merge assistance
Date: Friday, August 16, 2019 12:14:59 PM

Merged. The other account was just a liquor ID. The S# had an expired license. Balance seems to be an issuance carry over from ALARS, and may not be valid. I merged to the S# since that is where the existing license resides.

From: Guarino, Sarah (DOT)
Sent: Friday, August 16, 2019 11:30 AM
To: Canaan, Kenneth (DOT) <Kenneth.Canaan@dot.state.ma.us>
Cc: Falcon, Eric (DOT) <Eric.Falcon@dot.state.ma.us>
Subject: Merge assistance

Hello Kenneth,

Can you please take a look at these records 

There's a balance owed on one. So I'm unable to merge.

Thank you very much

Sarah Guarino
Facial Recognition Analyst (PC1)
Enforcement Services Unit, MassDOT/RMV
Direct: (857)368-8623
Fax: (857)368-0645
Email: sarah.guarino@dot.state.ma.us

From: [Guarino, Sarah \(DOT\)](#)
To: [Canaan, Kenneth \(DOT\)](#)
Cc: [Falcon, Eric \(DOT\)](#)
Subject: Merge assistance
Date: Friday, August 16, 2019 11:29:55 AM

Hello Kenneth,

Can you please take a look at these records [REDACTED] ?

There's a balance owed on one. So I'm unable to merge.

Thank you very much

Sarah Guarino
Facial Recognition Analyst (PC1)
Enforcement Services Unit, MassDOT/RMV
Direct: (857)368-8623
Fax: (857)368-0645
Email: sarah.guarino@dot.state.ma.us

From: [Malhotra, Danish \(DOT\)](#)
To: [Gawron, Stephen \(POL\)](#)
Cc: [Range, Scott \(POL\)](#); [Thibault, Amy \(POL\)](#); [Boyle, Christopher \(DOT\)](#)
Subject: Stats 8.17.19
Date: Friday, August 16, 2019 10:57:50 AM
Attachments: [image001.png](#)

Please see weekly stats being forwarded on behalf of LT. Boyle:

Captain,

Weekly FIU stats for week ending 08/17/19:

Arrests: 0

The FIU received 1 new State To State referral to be investigated.

The FIU received 3 requests from local, state, and federal agencies for RMV documents in regards to on-going investigations.

The FIU received 3 requests from local, state, and federal agencies for assistance in regards to on-going investigations.

Facial Recognition stats:

Automated Matches: 5460

Data Errors: 51

Criminal Cases: 9

Agency Assists: 1

Respectfully,

Chris

Lieutenant Christopher Boyle #2710
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza, 2nd Floor
Boston, MA 02116
christopher.boyle@mass.gov
cell: 781-738-7286



From: [Guarino, Sarah \(DOT\)](#)
To: [Malhotra, Danish \(DOT\)](#)
Subject: edited stats
Date: Friday, August 16, 2019 10:35:09 AM
Attachments: [August 2019 Facial Rec Stats.xlsx](#)

Danny,
New edited copy of stats.

Sarah Guarino
Facial Recognition Analyst (PC1)
Enforcement Services Unit, MassDOT/RMV
Direct: (857)368-8623
Fax: (857)368-0645
Email: sarah.guarino@dot.state.ma.us

From: [Guarino, Sarah \(DOT\)](#)
To: [Malhotra, Danish \(DOT\)](#)
Subject: Stats
Date: Friday, August 16, 2019 10:27:42 AM
Attachments: [August 2019 Facial Rec Stats.xlsx](#)

Danny,

These are the stats for week 3

Sarah Guarino
Facial Recognition Analyst (PC1)
Enforcement Services Unit, MassDOT/RMV
Direct: (857)368-8623
Fax: (857)368-0645
Email: sarah.guarino@dot.state.ma.us

From: [Foley, Karyn L. \(DOT\)](#)
To: [Foley, Karyn L. \(DOT\)](#)
Subject: Fw: ATLAS 3rd Party Vendors
Date: Thursday, August 15, 2019 3:42:18 PM
Attachments: [Security Contacts for RMV system users.xlsx](#)

From: Foley, Karyn (DOT)
Sent: Wednesday, October 25, 2017 11:27 AM
To: Armistead, Tedford (DOT) <tedford.armistead@dot.state.ma.us>
Cc: Valley, Joan (DOT) <Joan.Valley@MassMail.State.MA.US>
Subject: FW: ATLAS 3rd Party Vendors

Hi Tedford, I'm not sure how old the list of Business Partners is that you are working off of, but this list is updated. Can you tell me where I can find the BPs you reached out to already in workbench?
Thanks. Karyn

From: Foley, Karyn (DOT)
Sent: Tuesday, October 17, 2017 2:43 PM
To: Glovsky, Eileen (DOT)
Cc: Doyle, Sarah (DOT)
Subject: RE: ATLAS 3rd Party Vendors

Hi Eileen, Here is the list I was showing you last week. I gave you more information but you can wean out what you do not need.
Hi Sarah, I thought you may like a copy of the list for adding users to your stakeholder chart.

Thanks. Karyn

From: Glovsky, Eileen (DOT)
Sent: Friday, October 13, 2017 10:42 AM
To: Foley, Karyn (DOT)
Subject: ATLAS 3rd Party Vendors

Karyn,

Thank you so much for your time today. I'm glad you are looped into this as you have tremendous knowledge that can be of assistance.

If you could send me the contact list you have for sign ons. I would need the following columns to update my stakeholder sheet:

Organization
Contact Name
Contact email

Contact phone number

Sometime next week is fine.

Have a great weekend.

Eileen

Eileen Glowsky

Registry of Motor Vehicles (RMV)

ATLAS Project

Senior Consultant

Readiness and OCM

Eileen.glovsky2@massmail.state.ma.us

Cell: 617-875-2585

Visit the ATLAS Web Site !

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED] [Ariely, Michael \(DOT\)](#)
Subject: RE:
Date: Tuesday, August 13, 2019 2:12:53 PM
Attachments: [Application on 6-29-13 for Duplicate License.pdf](#)
[Application on 10-10-17 for License Renewal.pdf](#)
[BREF aka Transaction History.ods](#)
[NON-RENEW Reason.jpg](#)

Hey [REDACTED],

Sorry for the delay, we have been crazy busy in the office. Yes I would def be interested in this guy.

[REDACTED]

[REDACTED]

[REDACTED]

Negative results on Facial Recognition.

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED] >
Sent: Monday, July 22, 2019 10:14 AM
To: [REDACTED] >
Cc: [REDACTED] Ariely, Michael (DOT)
<Michael.Ariely@dot.state.ma.us>
Subject:

Trooper

I have a possible case that we are working up , checking to see if you are interested in it if there turns out to be fraud.

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

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Official - SBU (Sensitive-Law Enforcement)

UNCLASSIFIED

From: [Massachusetts State Police Records Management System](#)
To: [Malhotra, Danish \(POL\)](#)
Subject: ACISS Alert: Your ASSISTANCE RENDERED Report has been approved!
Date: Tuesday, August 13, 2019 12:12:31 PM
Attachments: [CaseReport_2019-134-61_17.pdf](#)

From: ACISS (Massachusetts State Police)
Report 2019-134-61/17(ASSISTANCE RENDERED) was just approved by Boyle, Christopher (msp2710 / Fraud Identification Unit / Massachusetts State Police).

From: [Massachusetts State Police Records Management System](#)
To: [Boyle, Christopher \(POL\)](#)
Subject: ACISS Alert: ASSISTANCE RENDERED Report awaiting approval!
Date: Tuesday, August 13, 2019 12:09:41 PM
Attachments: [CaseReport_2019-134-61_17.pdf](#)

From: ACISS (Massachusetts State Police)
Report 2019-134-61/17 (ASSISTANCE RENDERED) was just sent for your approval.

From: [Massachusetts State Police Records Management System](#)
To: [Boyle, Christopher \(POL\)](#)
Subject: ACISS Alert: New Report Added to Case 2019-134-61
Date: Tuesday, August 13, 2019 12:09:24 PM
Attachments: [CaseReport_2019-134-61_17.pdf](#)

From: ACISS (Massachusetts State Police)
Report 2019-134-61/17 (ASSISTANCE RENDERED) was added to your case by Malhotra, Danish (Fraud Identification Unit / Massachusetts State Police).

From: [Boyle, Christopher \(DOT\)](#)
To: [REDACTED]
Subject: RE: Facial Rec
Date: Monday, August 12, 2019 11:51:00 AM
Attachments: [image001.png](#)

Great. Thank you very much.

Chris

From: [REDACTED]@michigan.gov]
Sent: Monday, August 12, 2019 11:51 AM
To: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Subject: RE: Facial Rec

Chris,

I'll have the image run through facial recognition in MI too, just to see if anything comes back.

Thank you,

From: Boyle, Christopher P (DOT) <christopher.p.boyle@state.ma.us>
Sent: Monday, August 12, 2019 10:32 AM
To: [REDACTED]@michigan.gov>
Subject: RE: Facial Rec

Peg,

Thank you very much for your assistance with this.

Please feel to reach out if you ever need any help in Massachusetts.

Thanks,

Chris

From: [REDACTED]@michigan.gov]
Sent: Monday, August 12, 2019 9:58 AM
To: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Subject: RE: Facial Rec

Lt. Boyle,

This is not a valid license. We have no record of this Driver's License number. However, we have the name [REDACTED] at this address, with a different DOB and Driver's License Number.

If you need anything else, just let me know.

Thank you,

█

█
█
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█
█
█
█
█

From: Boyle, Christopher P (DOT) <christopher.p.boyle@state.ma.us>

Sent: Monday, August 12, 2019 9:34 AM

To: █ <█@michigan.gov>

Subject: FW: Facial Rec

█,

Per our conversation, please see the attached license. If possible I would like a copy of the photo and if you could check the validity of the license.

Thank you,

Chris

Lieutenant Christopher Boyle #2710
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza, 2nd Floor
Boston, MA 02116
christopher.boyle@mass.gov
cell: 781-738-7286



From: [REDACTED]
To: [Boyle, Christopher \(DOT\)](#)
Subject: RE: Facial Rec
Date: Monday, August 12, 2019 11:50:40 AM
Attachments: [image001.png](#)

Chris,

I'll have the image run through facial recognition in MI too, just to see if anything comes back.

Thank you,
[REDACTED]

From: Boyle, Christopher P (DOT) <christopher.p.boyle@state.ma.us>
Sent: Monday, August 12, 2019 10:32 AM
To: [REDACTED]@michigan.gov>
Subject: RE: Facial Rec

[REDACTED]

Thank you very much for your assistance with this.

Please feel to reach out if you ever need any help in Massachusetts.

Thanks,

Chris

From: [REDACTED]@michigan.gov]
Sent: Monday, August 12, 2019 9:58 AM
To: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Subject: RE: Facial Rec

Lt. Boyle,

This is not a valid license. We have no record of this Driver's License number. However, we have the name [REDACTED] at this address, with a different DOB and Driver's License Number.

If you need anything else, just let me know.

Thank you,
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

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

From: Boyle, Christopher P (DOT) <christopher.p.boyle@state.ma.us>

Sent: Monday, August 12, 2019 9:34 AM

To: [REDACTED] <[\[REDACTED@michigan.gov\]](mailto:[REDACTED@michigan.gov])>

Subject: FW: Facial Rec

[REDACTED],

Per our conversation, please see the attached license. If possible I would like a copy of the photo and if you could check the validity of the license.

Thank you,

Chris

Lieutenant Christopher Boyle #2710
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza, 2nd Floor
Boston, MA 02116
christopher.boyle@mass.gov
cell: 781-738-7286



From: [REDACTED]

Sent: Monday, August 12, 2019 9:10 AM

To: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>

Subject: Facial Rec

Good morning Lt,

Is there anything that can be done for Facial Recognition off of this JPEG license image?

Respectfully,

[REDACTED]

From: [Ariely, Michael \(DOT\)](#)
To: [Barker, George W](#)
Subject: RE: [REDACTED] - Question
Date: Monday, August 12, 2019 11:32:00 AM
Attachments: [image001.png](#)

Perfect, thank you

From: [REDACTED]@ice.dhs.gov]
Sent: Monday, August 12, 2019 11:31 AM
To: Ariely, Michael (DOT)
Subject: RE: [REDACTED] - Question

Not at all – see you then

Sincerely,

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

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From: Ariely, Michael (DOT) <michael.ariely@state.ma.us>
Sent: Monday, August 12, 2019 11:30 AM
To: [REDACTED]@ice.dhs.gov>; Thompson, James M (DOT) <james.m.thompson2@state.ma.us>
Subject: RE: [REDACTED] - Question

[REDACTED] is 3:00 too late?

From: [REDACTED]@ice.dhs.gov
Sent: Friday, August 9, 2019 12:18 PM
To: Thompson, James (DOT)
Cc: Ariely, Michael (DOT)
Subject: RE: [REDACTED] - Question

Jimmy and Mike,

[REDACTED]

Sincerely,

[REDACTED]

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From: Thompson, James M (DOT) <james.m.thompson2@state.ma.us>
Sent: Thursday, August 8, 2019 11:33 AM
To: [REDACTED]@ice.dhs.gov
Cc: Ariely, Michael (DOT) <michael.ariely@state.ma.us>
Subject: RE: [REDACTED] 7 - Question

George,

I CC'd the RMV Supervisor of Enforcement Services, Mike Ariely on this email. I also just found out you two have already been acquainted. He will be able to help you with your request below.

Thank you both.

-Jimmy

Tpr. James M. Thompson #3890
Massachusetts State Police
Fraud Identification Unit
10 Park Plaza 2nd floor
Boston, MA 02116
Office: (857) 368-9500
Desk: (857) 368-8613
Cell: (857)-324-0410
Fax: (857) 368-0649



From: [REDACTED]@ice.dhs.gov
Sent: Wednesday, August 7, 2019 4:59 PM
To: Thompson, James (DOT)
Subject: RE: [REDACTED]

This is great info. Thank you. [REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

Sincerely,

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

[REDACTED]

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From: Thompson, James M (DOT) <james.m.thompson2@state.ma.us>
Sent: Wednesday, August 7, 2019 4:55 PM
To: [REDACTED] <[\[REDACTED\]@ice.dhs.gov](mailto:[REDACTED]@ice.dhs.gov)>
Subject: RE: [REDACTED] - Question

[REDACTED]

This is displayed because [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

I hope this helps. Good luck with your case.

Respectfully,

Tpr. James M. Thompson #3890
Massachusetts State Police
Fraud Identification Unit
10 Park Plaza 2nd floor
Boston, MA 02116
Office: (857) 368-9500
Desk: (857) 368-8613
Cell: (857)-324-0410

Fax: (857) 368-0649



From: [REDACTED] [\[REDACTED\]@ice.dhs.gov](mailto:[REDACTED]@ice.dhs.gov)
Sent: Wednesday, August 7, 2019 12:29 PM
To: Thompson, James (DOT)
Subject: [REDACTED] - Question

Hi Jimmy,

This individual's CJIS Driver History ([REDACTED] item stating, "Complaint Fraudulent License/ID." His criminal history does not list a related complaint. Can you provide any details?

Sincerely,

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

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From: [REDACTED]
To: [Ariely, Michael \(DOT\)](#)
Subject: RE: [REDACTED]
Date: Monday, August 12, 2019 11:31:39 AM
Attachments: [image001.png](#)

Not at all – see you then

Sincerely,

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

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From: Ariely, Michael (DOT) <michael.ariely@state.ma.us>
Sent: Monday, August 12, 2019 11:30 AM
To: [REDACTED]@ice.dhs.gov>; Thompson, James M (DOT) <james.m.thompson2@state.ma.us>
Subject: RE: [REDACTED] - Question

[REDACTED], is 3:00 too late?

From: [REDACTED]@ice.dhs.gov]
Sent: Friday, August 9, 2019 12:18 PM
To: Thompson, James (DOT)
Cc: Ariely, Michael (DOT)
Subject: RE: [REDACTED] - Question

Jimmy and Mike,

[Redacted]

Sincerely,

[Redacted]

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From: Thompson, James M (DOT) <james.m.thompson2@state.ma.us>
Sent: Thursday, August 8, 2019 11:33 AM
To: [Redacted] <[\[Redacted\]@ice.dhs.gov](mailto:[Redacted]@ice.dhs.gov)>
Cc: Ariely, Michael (DOT) <michael.ariely@state.ma.us>
Subject: RE: [Redacted] 17 - Question

[Redacted],

I CC'd the RMV Supervisor of Enforcement Services, Mike Ariely on this email. I also just found out you two have already been acquainted. He will be able to help you with your request below.

Thank you both.

-Jimmy

Tpr. James M. Thompson #3890
Massachusetts State Police
Fraud Identification Unit
10 Park Plaza 2nd floor
Boston, MA 02116
Office: (857) 368-9500
Desk: (857) 368-8613
Cell: (857)-324-0410
Fax: (857) 368-0649



From: [REDACTED]@ice.dhs.gov]
Sent: Wednesday, August 7, 2019 4:59 PM
To: Thompson, James (DOT)
Subject: RE: [REDACTED] - Question

This is great info. Thank you. [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Sincerely,

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

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From: Thompson, James M (DOT) <james.m.thompson2@state.ma.us>

Sent: Wednesday, August 7, 2019 4:55 PM

To: [REDACTED] <[\[REDACTED\]@ice.dhs.gov](mailto:[REDACTED]@ice.dhs.gov)>

Subject: RE: [REDACTED] - Question

[REDACTED],

This is displayed because [REDACTED]

[REDACTED]

[REDACTED]

I hope this helps. Good luck with your case.

Respectfully,

Tpr. James M. Thompson #3890

Massachusetts State Police

Fraud Identification Unit

10 Park Plaza 2nd floor

Boston, MA 02116

Office: (857) 368-9500

Desk: (857) 368-8613

Cell: (857)-324-0410

Fax: (857) 368-0649



From: [REDACTED] <[\[REDACTED\]@ice.dhs.gov](mailto:[REDACTED]@ice.dhs.gov)>

Sent: Wednesday, August 7, 2019 12:29 PM

To: Thompson, James (DOT)

Subject: [REDACTED] - Question

Hi Jimmy,

This individual's CJIS Driver History ([REDACTED]
[REDACTED]). Can you provide any details?

Sincerely,

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

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From: [Ariely, Michael \(DOT\)](#)
To: [REDACTED] [Thompson, James \(DOT\)](#)
Subject: RE: [REDACTED] - Question
Date: Monday, August 12, 2019 11:29:00 AM
Attachments: [image001.png](#)

[REDACTED] is 3:00 too late?

From: [REDACTED]@ice.dhs.gov]
Sent: Friday, August 9, 2019 12:18 PM
To: Thompson, James (DOT)
Cc: Ariely, Michael (DOT)
Subject: RE: [REDACTED] - Question

Jimmy and Mike,

[REDACTED]

Sincerely,

[REDACTED]

***** Warning *** Attorney/Client Privilege *** Attorney Work Product *****

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From: Thompson, James M (DOT) <james.m.thompson2@state.ma.us>
Sent: Thursday, August 8, 2019 11:33 AM
To: [REDACTED]@ice.dhs.gov>
Cc: Ariely, Michael (DOT) <michael.ariely@state.ma.us>
Subject: RE: [REDACTED] Question

[REDACTED]

I CC'd the RMV Supervisor of Enforcement Services, Mike Ariely on this email. I also just found out you two have already been acquainted. He will be able to help you with your request below.

Thank you both.

-Jimmy

Tpr. James M. Thompson #3890
Massachusetts State Police
Fraud Identification Unit
10 Park Plaza 2nd floor
Boston, MA 02116
Office: (857) 368-9500
Desk: (857) 368-8613
Cell: (857)-324-0410
Fax: (857) 368-0649



From: [REDACTED] [\[REDACTED\]@ice.dhs.gov](mailto:[REDACTED]@ice.dhs.gov)
Sent: Wednesday, August 7, 2019 4:59 PM
To: Thompson, James (DOT)
Subject: RE: [REDACTED] Question

This is great info. Thank you. [REDACTED]

[REDACTED]

[REDACTED]

Sincerely,

[Redacted]

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From: Thompson, James M (DOT) <james.m.thompson2@state.ma.us>
Sent: Wednesday, August 7, 2019 4:55 PM
To: [Redacted] <[\[Redacted\]@ice.dhs.gov](mailto:[Redacted]@ice.dhs.gov)>
Subject: RE: [Redacted] - Question

[Redacted],

This is displayed because [Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]

I hope this helps. Good luck with your case.

Respectfully,

Tpr. James M. Thompson #3890
Massachusetts State Police
Fraud Identification Unit

10 Park Plaza 2nd floor
Boston, MA 02116
Office: (857) 368-9500
Desk: (857) 368-8613
Cell: (857)-324-0410
Fax: (857) 368-0649



From: [REDACTED]@ice.dhs.gov]
Sent: Wednesday, August 7, 2019 12:29 PM
To: Thompson, James (DOT)
Subject: [REDACTED] - Question

Hi Jimmy,

This individual's CJIS Driver History ([REDACTED])
[REDACTED]. Can you provide any details?

Sincerely,

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

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From: [Boyle, Christopher \(DOT\)](#)
To: [REDACTED]
Subject: RE: Facial Rec
Date: Monday, August 12, 2019 10:51:00 AM
Attachments: [image001.png](#)
[image002.png](#)

Anytime Brother.

From: [REDACTED]
Sent: Monday, August 12, 2019 10:38 AM
To: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Subject: Re: Facial Rec

Thank you for your help LT!!

Stay safe,

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

From: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Sent: Monday, August 12, 2019 9:43 AM
To: [REDACTED] <[\[REDACTED\]@pol.state.ma.us](mailto:[REDACTED]@pol.state.ma.us)>
Subject: FW: Facial Rec

[REDACTED]

Please see the attached from the Fusion Center.

I ran the picture on the license you sent through facial rec and there were no matches.

Chris

From: Commonwealth Fusion Center (POL)
Sent: Monday, August 12, 2019 9:41 AM
To: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Subject: Fw: Facial Rec

Good Morning, Lieutenant -

Per our phone conversation, there does appear to be a Michigan DL issued to a [REDACTED]
[REDACTED] - However, he is a white male with DOB:
[REDACTED]. Definitely not the same individual photographed
on the ID that [REDACTED] provided.

ID attached.

Respectfully,

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

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From: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Sent: Monday, August 12, 2019 9:24 AM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Subject: FW: Facial Rec

Good Morning,

Could you please reach out to Michigan and try to get the picture from the attached license?
Attached is an actual photo and it has the security features across it.

Thanks,

Chris

Lieutenant Christopher Boyle #2710
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza, 2nd Floor

Boston, MA 02116
christopher.boyle@mass.gov
cell: 781-738-7286



From: [REDACTED]
Sent: Monday, August 12, 2019 9:10 AM
To: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Subject: Facial Rec

Good morning Lt,

Is there anything that can be done for Facial Recognition off of this JPEG license image?

Respectfully,

[REDACTED]

From: [REDACTED]
To: [Boyle, Christopher \(DOT\)](#)
Subject: Re: Facial Rec
Date: Monday, August 12, 2019 10:38:04 AM
Attachments: [Outlook-3bafp1ll.png](#)
[Outlook-badge.png](#)

Thank you for your help LT!!

Stay safe,

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

From: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Sent: Monday, August 12, 2019 9:43 AM
To: [REDACTED]@pol.state.ma.us>
Subject: FW: Facial Rec

[REDACTED]

Please see the attached from the Fusion Center.

I ran the picture on the license you sent through facial rec and there were no matches.

Chris

From: Commonwealth Fusion Center (POL)
Sent: Monday, August 12, 2019 9:41 AM
To: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Subject: Fw: Facial Rec

Good Morning, Lieutenant -

Per our phone conversation, there does appear to be a Michigan DL issued to a [REDACTED] - However, he is a white male with DOB: [REDACTED]. Definitely not the same individual photographed on the ID that [REDACTED] provided.

ID attached.

Respectfully,

[REDACTED]

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From: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>

Sent: Monday, August 12, 2019 9:24 AM

To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>

Subject: FW: Facial Rec

Good Morning,

Could you please reach out to Michigan and try to get the picture from the attached license?
Attached is an actual photo and it has the security features across it.

Thanks,

Chris

Lieutenant Christopher Boyle #2710
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza, 2nd Floor
Boston, MA 02116
christopher.boyle@mass.gov
cell: 781-738-7286



From: [Boyle, Christopher \(DOT\)](#)
To: [REDACTED]
Subject: RE: Facial Rec
Date: Monday, August 12, 2019 10:32:00 AM
Attachments: [image001.png](#)

[REDACTED],

Thank you very much for your assistance with this.

Please feel to reach out if you ever need any help in Massachusetts.

Thanks,

Chris

From: [REDACTED]@michigan.gov]
Sent: Monday, August 12, 2019 9:58 AM
To: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Subject: RE: Facial Rec

Lt. Boyle,

This is not a valid license. We have no record of this Driver's License number. However, we have the name [REDACTED] at this address, with a different DOB and Driver's License Number.

If you need anything else, just let me know.

Thank you,

[REDACTED]

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

From: Boyle, Christopher P (DOT) <christopher.p.boyle@state.ma.us>
Sent: Monday, August 12, 2019 9:34 AM
To: [REDACTED]@michigan.gov>
Subject: FW: Facial Rec



Per our conversation, please see the attached license. If possible I would like a copy of the photo and if you could check the validity of the license.

Thank you,

Chris

Lieutenant Christopher Boyle #2710
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza, 2nd Floor
Boston, MA 02116
christopher.boyle@mass.gov
cell: 781-738-7286



From: [Redacted]
Sent: Monday, August 12, 2019 9:10 AM
To: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Subject: Facial Rec

Good morning Lt,

Is there anything that can be done for Facial Recognition off of this JPEG license image?

Respectfully,

[Redacted signature block]

[REDACTED]
[REDACTED]

From: [REDACTED]
To: [Boyle, Christopher \(DOT\)](#)
Subject: RE: Facial Rec
Date: Monday, August 12, 2019 9:58:11 AM
Attachments: [image001.png](#)

Lt. Boyle,

This is not a valid license. We have no record of this Driver's License number. However, we have the name [REDACTED] at this address, with a different DOB and Driver's License Number.

If you need anything else, just let me know.

Thank you,

[REDACTED]

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

From: Boyle, Christopher P (DOT) <christopher.p.boyle@state.ma.us>
Sent: Monday, August 12, 2019 9:34 AM
To: [REDACTED]michigan.gov>
Subject: FW: Facial Rec

[REDACTED],

Per our conversation, please see the attached license. If possible I would like a copy of the photo and if you could check the validity of the license.

Thank you,

Chris

Lieutenant Christopher Boyle #2710
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza, 2nd Floor

From: [Boyle, Christopher \(DOT\)](#)
To: [REDACTED]
Subject: FW: Facial Rec
Date: Monday, August 12, 2019 9:42:00 AM
Attachments: [REDACTED]
[Outlook-3bafp1ll.png](#)
[Outlook-badge.png](#)

[REDACTED],

Please see the attached from the Fusion Center.

I ran the picture on the license you sent through facial rec and there were no matches.

Chris

From: Commonwealth Fusion Center (POL)
Sent: Monday, August 12, 2019 9:41 AM
To: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Subject: Fw: Facial Rec

Good Morning, Lieutenant -

Per our phone conversation, there does appear to be a Michigan DL issued to a [REDACTED] [REDACTED] - However, he is a white male with DOB: [REDACTED]. Definitely not the same individual photographed on the ID that [REDACTED] provided.

ID attached.

Respectfully,

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

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From: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Sent: Monday, August 12, 2019 9:24 AM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Subject: FW: Facial Rec

Good Morning,

Could you please reach out to Michigan and try to get the picture from the attached license?
Attached is an actual photo and it has the security features across it.

Thanks,

Chris

Lieutenant Christopher Boyle #2710
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza, 2nd Floor
Boston, MA 02116
christopher.boyle@mass.gov
cell: 781-738-7286



From: [REDACTED]
Sent: Monday, August 12, 2019 9:10 AM
To: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Subject: Facial Rec

Good morning Lt,

Is there anything that can be done for Facial Recognition off of this JPEG license image?

Respectfully,

[REDACTED]

[REDACTED]

From: [Commonwealth Fusion Center \(POL\)](#)
To: [Boyle, Christopher \(DOT\)](#)
Subject: Fw: Facial Rec
Date: Monday, August 12, 2019 9:41:12 AM
Attachments: [REDACTED]
[Outlook-3bafp1ll.png](#)
[Outlook-badge.png](#)

Good Morning, Lieutenant -

Per our phone conversation, there does appear to be a Michigan DL issued to a [REDACTED] [REDACTED] - However, he is a white male with DOB: [REDACTED]. Definitely not the same individual photographed on the ID that Sgt. [REDACTED] provided.

ID attached.

Respectfully,

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

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From: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Sent: Monday, August 12, 2019 9:24 AM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Subject: FW: Facial Rec

Good Morning,

Could you please reach out to Michigan and try to get the picture from the attached license? Attached is an actual photo and it has the security features across it.

Thanks,

Chris

Lieutenant Christopher Boyle #2710
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit

10 Park Plaza, 2 Floor
Boston, MA 02116
christopher.boyle@mass.gov
cell: 781-738-7286



From: [REDACTED]
Sent: Monday, August 12, 2019 9:10 AM
To: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Subject: Facial Rec

Good morning Lt,

Is there anything that can be done for Facial Recognition off of this JPEG license image?

Respectfully,

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

[REDACTED]
[REDACTED]

From: [Boyle, Christopher \(DOT\)](#)
To: [REDACTED]@michigan.gov
Subject: FW: Facial Rec
Date: Monday, August 12, 2019 9:33:00 AM
Attachments: [MI Drivers License.png](#)
[image003.png](#)

[REDACTED]

Per our conversation, please see the attached license. If possible I would like a copy of the photo and if you could check the validity of the license.

Thank you,

Chris

Lieutenant Christopher Boyle #2710
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza, 2nd Floor
Boston, MA 02116
christopher.boyle@mass.gov
cell: 781-738-7286



From: [REDACTED]
Sent: Monday, August 12, 2019 9:10 AM
To: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Subject: Facial Rec

Good morning Lt,

Is there anything that can be done for Facial Recognition off of this JPEG license image?

Respectfully,

[REDACTED]
[REDACTED]
[REDACTED]

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

[REDACTED]
[REDACTED]

From: [Boyle, Christopher \(DOT\)](#)
To: [Commonwealth Fusion Center \(POL\)](#)
Subject: FW: Facial Rec
Date: Monday, August 12, 2019 9:24:00 AM
Attachments: [MI Drivers License.png](#)
[image003.png](#)

Good Morning,

Could you please reach out to Michigan and try to get the picture from the attached license?
Attached is an actual photo and it has the security features across it.

Thanks,

Chris

Lieutenant Christopher Boyle #2710
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza, 2nd Floor
Boston, MA 02116
christopher.boyle@mass.gov
cell: 781-738-7286



From: [REDACTED]
Sent: Monday, August 12, 2019 9:10 AM
To: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Subject: Facial Rec

Good morning Lt,

Is there anything that can be done for Facial Recognition off of this JPEG license image?

Respectfully,

[REDACTED]
[REDACTED]
[REDACTED]

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

[REDACTED]
[REDACTED]

From: [REDACTED]
To: [Boyle, Christopher \(DOT\)](mailto:Boyle.Christopher.DOT)
Subject: Re: Facial Rec
Date: Monday, August 12, 2019 9:17:56 AM
Attachments: [Alleged Pic of Seller.png](#)

Lt,

Thank you sir. I thought that might be an issue, it's a [REDACTED] case with a fraudulent [REDACTED]. I believe this [REDACTED] license is likely fraudulent as well.

I have another photo, attached here (though I don't it'll be useable for your analysis, but figured worth a shot)

Respectfully,

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

[REDACTED]
[REDACTED]

From: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Sent: Monday, August 12, 2019 9:13 AM
To: [REDACTED]@pol.state.ma.us>
Subject: RE: Facial Rec

Dana,

We can try. Sometimes the safety features screw it up.

I can also try to have the Fusion Center get the regular picture from Missouri.

Chris

From: [REDACTED]
Sent: Monday, August 12, 2019 9:10 AM
To: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Subject: Facial Rec

Good morning Lt,

Is there anything that can be done for Facial Recognition off of this JPEG license image?

Respectfully,

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

[REDACTED]
[REDACTED]@pol.state.ma.us

From: [REDACTED]
To: [Boyle, Christopher \(DOT\)](#)
Subject: Facial Rec
Date: Monday, August 12, 2019 9:10:01 AM
Attachments: [MI Drivers License.png](#)

Good morning Lt,

Is there anything that can be done for Facial Recognition off of this JPEG license image?

Respectfully,

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

[REDACTED]
[REDACTED]

From: [Smith, Evelyn P. \(DOT\)](#)
To: [Lindholm, John \(DOT\)](#)
Subject: Master file
Date: Friday, August 09, 2019 1:21:00 PM
Attachments: [ReclassMasterLog 07-24-17.xlsx](#)
[image002.png](#)

Hi Jed, this is the MASTER file prior to the change.
See: H Drive under master log restored file 8/1/17.

Thank you,

Evelyn Smith
Massachusetts Department of Transportation
Human Resources Department
10 Park Plaza – Suite 3170 | Boston, MA 02116
Tel 857.368.8531 | Fax 857.368.0601



From: [REDACTED]
To: [Thompson, James \(DOT\)](#)
Cc: [Ariely, Michael \(DOT\)](#)
Subject: RE: [REDACTED] - Question
Date: Friday, August 09, 2019 12:17:51 PM
Attachments: [image001.png](#)

Jimmy and Mike,

[REDACTED]

Sincerely,

[REDACTED]

***** Warning *** Attorney/Client Privilege *** Attorney Work Product *****

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From: Thompson, James M (DOT) <james.m.thompson2@state.ma.us>
Sent: Thursday, August 8, 2019 11:33 AM
To: [REDACTED]@ice.dhs.gov>
Cc: Ariely, Michael (DOT) <michael.ariely@state.ma.us>
Subject: RE: [REDACTED] - Question

[REDACTED]

***** Warning *** Attorney/Client Privilege *** Attorney Work Product *****

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From: Thompson, James M (DOT) <james.m.thompson2@state.ma.us>

Sent: Wednesday, August 7, 2019 4:55 PM

To: [REDACTED] <[\[REDACTED\]@ice.dhs.gov](mailto:[REDACTED]@ice.dhs.gov)>

Subject: RE: [REDACTED] - Question

[REDACTED],

This is displayed because [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

I hope this helps. Good luck with your case.

Respectfully,

Tpr. James M. Thompson #3890
Massachusetts State Police
Fraud Identification Unit
10 Park Plaza 2nd floor
Boston, MA 02116
Office: (857) 368-9500
Desk: (857) 368-8613
Cell: (857)-324-0410
Fax: (857) 368-0649



From: [REDACTED] [\[REDACTED\]@ice.dhs.gov](mailto:[REDACTED]@ice.dhs.gov)
Sent: Wednesday, August 7, 2019 12:29 PM
To: Thompson, James (DOT)
Subject: [REDACTED] - Question

Hi Jimmy,

This individual's CJIS Driver History [REDACTED]
[REDACTED]. Can you provide any details?

Sincerely,

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

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From: [Gawron, Stephen \(POL\)](#)
To: [Boyle, Christopher \(DOT\)](#)
Cc: [Range, Scott \(POL\)](#)
Subject: RE: Weekly FIU stats for week ending 08/10/19
Date: Friday, August 09, 2019 11:36:13 AM
Attachments: [image001.png](#)

Rec

Detective Captain Stephen W. Gawron
Executive Officer
Massachusetts State Police
Division of Homeland Security and Preparedness
978-451-3754
124 Acton Street Maynard Ma.
Stephen.gawron@pol.state.ma.us

From: Boyle, Christopher (DOT)
Sent: Friday, August 09, 2019 11:32 AM
To: Gawron, Stephen (POL)
Cc: Range, Scott (POL)
Subject: Weekly FIU stats for week ending 08/10/19

Captain,

Weekly FIU stats for week ending 08/10/19:

Arrests: 1 state arrest warrant for motor vehicle offenses

The FIU received 3 requests from local, state, and federal agencies for RMV documents in regards to on-going investigations.

The FIU received 3 requests from local, state, and federal agencies for assistance in regards to on-going investigations.

The FIU replied to and assisted with 1 Facial Recognition request from the Fusion Center.

Facial Recognition stats:

Automated Matches: 5382

Data Errors: 59

Criminal Cases: 8

Agency Assists: 0

Respectfully,

Chris

Lieutenant Christopher Boyle #2710
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza, 2nd Floor
Boston, MA 02116
christopher.boyle@mass.gov
cell: 781-738-7286



From: [Boyle, Christopher \(DOT\)](#)
To: [Gawron, Stephen \(POL\)](#)
Cc: [Range, Scott \(POL\)](#)
Subject: Weekly FIU stats for week ending 08/10/19
Date: Friday, August 09, 2019 11:31:00 AM
Attachments: [image002.png](#)

Captain,

Weekly FIU stats for week ending 08/10/19:

Arrests: 1 state arrest warrant for motor vehicle offenses

The FIU received 3 requests from local, state, and federal agencies for RMV documents in regards to on-going investigations.

The FIU received 3 requests from local, state, and federal agencies for assistance in regards to on-going investigations.

The FIU replied to and assisted with 1 Facial Recognition request from the Fusion Center.

Facial Recognition stats:

Automated Matches: 5382
Data Errors: 59
Criminal Cases: 8
Agency Assists: 0

Respectfully,

Chris

Lieutenant Christopher Boyle #2710
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza, 2nd Floor
Boston, MA 02116
christopher.boyle@mass.gov
cell: 781-738-7286



From: [Boyle, Christopher \(DOT\)](#)
To: [Guarino, Sarah \(DOT\)](#)
Subject: RE: Stats
Date: Friday, August 09, 2019 11:31:00 AM

Thank you ma'am!

From: Guarino, Sarah (DOT)
Sent: Friday, August 9, 2019 11:11 AM
To: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Subject: Stats

Chris,
August, week 2 stats.

Sarah Guarino
Facial Recognition Analyst (PC1)
Enforcement Services Unit, MassDOT/RMV
Direct: (857)368-8623
Fax: (857)368-0645
Email: sarah.guarino@dot.state.ma.us

From: [Guarino, Sarah \(DOT\)](#)
To: [Boyle, Christopher \(DOT\)](#)
Subject: Stats
Date: Friday, August 09, 2019 11:11:29 AM
Attachments: [August 2019 Facial Rec Stats.xlsx](#)

Chris,
August, week 2 stats.

Sarah Guarino
Facial Recognition Analyst (PC1)
Enforcement Services Unit, MassDOT/RMV
Direct: (857)368-8623
Fax: (857)368-0645
Email: sarah.guarino@dot.state.ma.us

From: [Lucin, Cristina \(POL\)](#)
To: [Boyle, Christopher \(DOT\)](#)
Subject: Week activity
Date: Friday, August 09, 2019 10:56:58 AM
Attachments: [Activity week of August 5.docx](#)

See attached.

Respectfully,

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

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From: [REDACTED]
To: [Thompson, James \(DOT\)](#)
Cc: [Ariely, Michael \(DOT\)](#)
Subject: RE: [REDACTED] Question
Date: Friday, August 09, 2019 6:02:34 AM
Attachments: [image001.png](#)

Jimmy: Thank you very much

Mike: I have an 8:30 a.m. hearing today. Can you provide any reports, and supporting documents submitted for the false license?

Sincerely,

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

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From: Thompson, James M (DOT) <james.m.thompson2@state.ma.us>
Sent: Thursday, August 8, 2019 11:33 AM
To: [REDACTED]@ice.dhs.gov
Cc: Ariely, Michael (DOT) <michael.ariely@state.ma.us>
Subject: RE: [REDACTED] - Question

[REDACTED],

I CC'd the RMV Supervisor of Enforcement Services, Mike Ariely on this email. I also just found out you two have already been acquainted. He will be able to help you with your request below.

Thank you both.

-Jimmy

Tpr. James M. Thompson #3890
Massachusetts State Police
Fraud Identification Unit
10 Park Plaza 2nd floor
Boston, MA 02116
Office: (857) 368-9500
Desk: (857) 368-8613
Cell: (857)-324-0410
Fax: (857) 368-0649



From: [REDACTED]@ice.dhs.gov
Sent: Wednesday, August 7, 2019 4:59 PM
To: Thompson, James (DOT)
Subject: RE: [REDACTED] - Question

This is great info. Thank you. [REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

Sincerely,

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

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From: Thompson, James M (DOT) <james.m.thompson2@state.ma.us>

Sent: Wednesday, August 7, 2019 4:55 PM

To: [REDACTED] <[\[REDACTED\]@ice.dhs.gov](mailto:[REDACTED]@ice.dhs.gov)>

Subject: RE: [REDACTED] - Question

[REDACTED],

This is displayed because [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

I hope this helps. Good luck with your case.

Respectfully,

Tpr. James M. Thompson #3890
Massachusetts State Police
Fraud Identification Unit
10 Park Plaza 2nd floor
Boston, MA 02116
Office: (857) 368-9500
Desk: (857) 368-8613
Cell: (857)-324-0410
Fax: (857) 368-0649



From: [REDACTED]@ice.dhs.gov
Sent: Wednesday, August 7, 2019 12:29 PM
To: Thompson, James (DOT)
Subject: [REDACTED] - Question

Hi Jimmy,

This individual's CJIS Driver History [REDACTED]
[REDACTED]. Can you provide any details?

Sincerely,

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

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From: [Nelson, Jim \(DOT\)](#)
To: [Ogilvie, Colleen \(DOT\)](#)
Subject: RE: RMV PIP policy content in ATLAS help
Date: Thursday, August 08, 2019 3:43:00 PM
Attachments: [PIP From ATLAS Help.pdf](#)

Not sure if you were able to get access to file.

I downloaded from FCR... hope file is not too big to get through email

Jim

From: Ogilvie, Colleen (DOT) <Colleen.Ogilvie@dot.state.ma.us>
Sent: Thursday, August 8, 2019 2:43 PM
To: Goodman, Ben (ATLAS) <ben.goodman@dot.state.ma.us>; Nelson, Jim (DOT) <Jim.Nelson@dot.state.ma.us>; Sagi, Diwakar (DOT) <Diwakar.Sagi@dot.state.ma.us>; Winkler, Brian (ATLAS) <Brian.Winkler@dot.state.ma.us>; Bremseth, Lucas J. (ATLAS) <Lucas.J.Bremseth@dot.state.ma.us>
Cc: Primerano, John (DOT) <John.Primerano@dot.state.ma.us>; Gleason, Margaret (ATLAS) <Margaret.Gleason@dot.state.ma.us>
Subject: RE: RMV policy in ATLAS help

For some reason I can't connect to this..says check the address is correct.

From: Goodman, Ben (ATLAS) <ben.goodman@dot.state.ma.us>
Sent: Thursday, August 8, 2019 2:09 PM
To: Ogilvie, Colleen (DOT) <Colleen.Ogilvie@dot.state.ma.us>; Nelson, Jim (DOT) <Jim.Nelson@dot.state.ma.us>; Sagi, Diwakar (DOT) <Diwakar.Sagi@dot.state.ma.us>; Winkler, Brian (ATLAS) <Brian.Winkler@dot.state.ma.us>; Bremseth, Lucas J. (ATLAS) <Lucas.J.Bremseth@dot.state.ma.us>
Cc: Primerano, John (DOT) <John.Primerano@dot.state.ma.us>; Gleason, Margaret (ATLAS) <Margaret.Gleason@dot.state.ma.us>
Subject: RE: RMV policy in ATLAS help

I put it in content manager. Link is below:

https://atlas-fcr.massdot.state.ma.us/dsvs/?p=1598566400&q=73GevaUZq6PfQKbCKZ8vLPLNLDyHj06JcVfmonwfGvl_By7JZ9ReZg

Ben Goodman
m: 406.396.3482

From: Ogilvie, Colleen (DOT) <Colleen.Ogilvie@dot.state.ma.us>
Sent: Thursday, August 8, 2019 1:59 PM

To: Goodman, Ben (ATLAS) <ben.goodman@dot.state.ma.us>; Nelson, Jim (DOT) <Jim.Nelson@dot.state.ma.us>; Sagi, Diwakar (DOT) <Diwakar.Sagi@dot.state.ma.us>; Winkler, Brian (ATLAS) <Brian.Winkler@dot.state.ma.us>; Bremseth, Lucas J. (ATLAS) <Lucas.J.Bremseth@dot.state.ma.us>
Cc: Primerano, John (DOT) <John.Primerano@dot.state.ma.us>; Gleason, Margaret (ATLAS) <Margaret.Gleason@dot.state.ma.us>
Subject: RE: RMV policy in ATLAS help

Hi,
Thank you very much.

Is there a place I could grab the file from a common directory or repository?

Colleen

From: Goodman, Ben (ATLAS) <ben.goodman@dot.state.ma.us>
Sent: Thursday, August 8, 2019 6:37 AM
To: Nelson, Jim (DOT) <Jim.Nelson@dot.state.ma.us>; Ogilvie, Colleen (DOT) <Colleen.Ogilvie@dot.state.ma.us>; Sagi, Diwakar (DOT) <Diwakar.Sagi@dot.state.ma.us>; Winkler, Brian (ATLAS) <Brian.Winkler@dot.state.ma.us>; Bremseth, Lucas J. (ATLAS) <Lucas.J.Bremseth@dot.state.ma.us>
Cc: Primerano, John (DOT) <John.Primerano@dot.state.ma.us>; Gleason, Margaret (ATLAS) <Margaret.Gleason@dot.state.ma.us>
Subject: RE: RMV policy in ATLAS help

Colleen,

Lucas was able to find a way to export the PIP help topics to a PDF. How would you like us to get the file to you?

Thank You,

Ben Goodman
m: 406.396.3482

From: Nelson, Jim (DOT) <Jim.Nelson@dot.state.ma.us>
Sent: Wednesday, August 7, 2019 1:11 PM
To: Ogilvie, Colleen (DOT) <Colleen.Ogilvie@dot.state.ma.us>; Goodman, Ben (ATLAS) <ben.goodman@dot.state.ma.us>; Sagi, Diwakar (DOT) <Diwakar.Sagi@dot.state.ma.us>; Winkler, Brian (ATLAS) <Brian.Winkler@dot.state.ma.us>; Bremseth, Lucas J. (ATLAS) <Lucas.J.Bremseth@dot.state.ma.us>
Cc: Primerano, John (DOT) <John.Primerano@dot.state.ma.us>; Gleason, Margaret (ATLAS) <Margaret.Gleason@dot.state.ma.us>
Subject: RE: RMV policy in ATLAS help

I am not aware of a systematic way to export the Help documents, but we can take a quick look. Lucas, do you know of any way that we could accomplish this?

If not, then we might need to have someone go in and copy/paste from the help manager.

Thank You,

Ben Goodman

m: 406.396.3482

From: Ogilvie, Colleen (DOT) <Colleen.Ogilvie@dot.state.ma.us>
Sent: Wednesday, August 7, 2019 12:50 PM
To: Sagi, Diwakar (DOT) <Diwakar.Sagi@dot.state.ma.us>; Goodman, Ben (ATLAS) <ben.goodman@dot.state.ma.us>; Winkler, Brian (ATLAS) <Brian.Winkler@dot.state.ma.us>; Nelson, Jim (DOT) <Jim.Nelson@dot.state.ma.us>
Cc: Primerano, John (DOT) <John.Primerano@dot.state.ma.us>
Subject: RMV policy in ATLAS help

Diwakar and Brian,

Is there a way to create a file of the RMV policy (PIP) content that is in ATLAS Help? (so I could share with Auditors)

Colleen

From: [REDACTED]
To: [MSP-DL - Facial Rec ES](#)
Subject: Facial Recognition
Date: Thursday, August 08, 2019 12:56:27 PM

My name is [REDACTED] and I am currently assigned to the Boston Police [REDACTED]. I am requesting a facial recognition scan on Massachusetts Driver's License number [REDACTED] a current [REDACTED] investigation. My telephone number is [REDACTED]. I have faxed the facial recognition request form to 857-368-0645. Thank you for your time.

From: [Thompson, James \(DOT\)](#)
To: [REDACTED]
Cc: [Ariely, Michael \(DOT\)](#)
Subject: RE: [REDACTED] - Question
Date: Thursday, August 08, 2019 11:33:00 AM
Attachments: [image001.png](#)

George,

I CC'd the RMV Supervisor of Enforcement Services, Mike Ariely on this email. I also just found out you two have already been acquainted. He will be able to help you with your request below.

Thank you both.

-Jimmy

Tpr. James M. Thompson #3890
Massachusetts State Police
Fraud Identification Unit
10 Park Plaza 2nd floor
Boston, MA 02116
Office: (857) 368-9500
Desk: (857) 368-8613
Cell: (857)-324-0410
Fax: (857) 368-0649



From: [REDACTED]@ice.dhs.gov]
Sent: Wednesday, August 7, 2019 4:59 PM
To: Thompson, James (DOT)
Subject: RE: [REDACTED] - Question

This is great info. Thank you. [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Sincerely,

[REDACTED]

[Redacted]

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From: Thompson, James M (DOT) <james.m.thompson2@state.ma.us>
Sent: Wednesday, August 7, 2019 4:55 PM
To: [Redacted]@ice.dhs.gov>
Subject: RE: [Redacted] - Question

George,

This is displayed because [Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]

I hope this helps. Good luck with your case.

Respectfully,

Tpr. James M. Thompson #3890
Massachusetts State Police
Fraud Identification Unit
10 Park Plaza 2nd floor

Boston, MA 02116
Office: (857) 368-9500
Desk: (857) 368-8613
Cell: (857)-324-0410
Fax: (857) 368-0649



From: [REDACTED]@ice.dhs.gov]
Sent: Wednesday, August 7, 2019 12:29 PM
To: Thompson, James (DOT)
Subject: [REDACTED] - Question

Hi Jimmy,

This individual's CJIS Driver History ([REDACTED])
[REDACTED] Can you provide any details?

Sincerely,

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

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From: [Ariely, Michael \(DOT\)](#)
To: [Thompson, James \(DOT\)](#)
Cc: [Boyle, Christopher \(DOT\)](#)
Subject: RE: [REDACTED] - Question
Date: Thursday, August 08, 2019 11:26:00 AM
Attachments: [image003.png](#)
[image004.png](#)

TPR Thompson,

[REDACTED] and I are acquainted... he probably did not put two and two together.
If you respond to him, please let him know to contact me directly with a subpoena for information and I will take care of the rest.

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



From: Thompson, James (DOT)
Sent: Thursday, August 8, 2019 9:40 AM
To: Ariely, Michael (DOT)
Cc: Boyle, Christopher (DOT)
Subject: FW: [REDACTED] - Question

Mike,

Please see below. As keeper of the records how does the RMV want to handle this request?

Let me know.

Respectfully,

Tpr. James M. Thompson #3890
Massachusetts State Police
Fraud Identification Unit
10 Park Plaza 2nd floor
Boston, MA 02116
Office: (857) 368-9500

Desk: (857) 368-8613
Cell: (857)-324-0410
Fax: (857) 368-0649



From: [REDACTED]@ice.dhs.gov]
Sent: Wednesday, August 7, 2019 4:59 PM
To: Thompson, James (DOT)
Subject: RE: [REDACTED] - Question

This is great info. Thank you. [REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

Sincerely,

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

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From: Thompson, James M (DOT) <james.m.thompson2@state.ma.us>
Sent: Wednesday, August 7, 2019 4:55 PM

To: [REDACTED]@ice.dhs.gov>
Subject: RE: Joseph Matara Rurigi - Lic. No. S37494817 - Question

[REDACTED]

This is displayed because [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

I hope this helps. Good luck with your case.

Respectfully,

Tpr. James M. Thompson #3890
Massachusetts State Police
Fraud Identification Unit
10 Park Plaza 2nd floor
Boston, MA 02116
Office: (857) 368-9500
Desk: (857) 368-8613
Cell: (857)-324-0410
Fax: (857) 368-0649



From: [REDACTED]@ice.dhs.gov]
Sent: Wednesday, August 7, 2019 12:29 PM
To: Thompson, James (DOT)
Subject: [REDACTED] - Question

Hi Jimmy,

This individual's CJIS Driver History [REDACTED]
[REDACTED] Can you provide any details?

Sincerely,

[REDACTED]

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From: [Wood, Matthew \(DOT\)](#)
To: [Norrish, Bill \(DOT\)](#)
Subject: RE: Guidehouse - Business Continuity Report
Date: Thursday, August 08, 2019 10:49:35 AM
Attachments: [MassDOT Recovery Capability Document and Criticality Tiers vF.xlsx](#)
[MassDOT BIA Phase2 Stakeholder Interview List.xlsx](#)

From: Norrish, Bill (DOT) <Bill.Norrish@dot.state.ma.us>
Sent: Thursday, August 8, 2019 9:35 AM
To: Wood, Matthew (DOT) <Matthew.Wood@dot.state.ma.us>
Subject: Guidehouse - Business Continuity Report

Matt

Would you mind sharing the Guidehouse report where they had set RPO/RTO? I had provided them input on the Application inventory but never saw the outcome.

Thanks.

Bill Norrish | Project Management Office (PMO) | MassDOT IT
| 10 Park Plaza Suite 8110 Boston MA 02116 | phone **857.368.9936**
For news and updates: www.mass.gov/blog/transportation; Twitter at www.twitter.com/massdot.

From: [Thompson, James \(DOT\)](#)
To: [Ariely, Michael \(DOT\)](#)
Cc: [Boyle, Christopher \(DOT\)](#)
Subject: FW: [REDACTED] - Question
Date: Thursday, August 08, 2019 9:39:34 AM
Attachments: [image001.png](#)

Mike,

Please see below. As keeper of the records how does the RMV want to handle this request?

Let me know.

Respectfully,

Tpr. James M. Thompson #3890
Massachusetts State Police
Fraud Identification Unit
10 Park Plaza 2nd floor
Boston, MA 02116
Office: (857) 368-9500
Desk: (857) 368-8613
Cell: (857)-324-0410
Fax: (857) 368-0649



From: [REDACTED]@ice.dhs.gov]
Sent: Wednesday, August 7, 2019 4:59 PM
To: Thompson, James (DOT)
Subject: RE: [REDACTED] - Question

This is great info. Thank you. [REDACTED]

Sincerely,

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

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This communication and any attachments may contain confidential and/or sensitive attorney/client privileged information or attorney work product and/or law enforcement sensitive information. It is not for release, review, retransmission, dissemination, or use by anyone other than the intended recipient. Please notify the sender if this email has been misdirected and immediately destroy all originals and copies. Furthermore do not print, copy, re-transmit, disseminate, or otherwise use this information. Any disclosure of this communication or its attachments must be approved by the Office of the Principal Legal Advisor, U.S. Immigration and Customs Enforcement. This document is for INTERNAL GOVERNMENT USE ONLY and may be exempt from disclosure under the Freedom of Information Act, 5 USC §§ 552(b)(5), (b)(7).

From: Thompson, James M (DOT) <james.m.thompson2@state.ma.us>
Sent: Wednesday, August 7, 2019 4:55 PM
To: [REDACTED]@ice.dhs.gov>
Subject: RE: [REDACTED] - Question

[REDACTED]

This is displayed because [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

I hope this helps. Good luck with your case.

Respectfully,

Tpr. James M. Thompson #3890
Massachusetts State Police
Fraud Identification Unit
10 Park Plaza 2nd floor
Boston, MA 02116
Office: (857) 368-9500

Desk: (857) 368-8613
Cell: (857)-324-0410
Fax: (857) 368-0649



From: [REDACTED]@ice.dhs.gov]
Sent: Wednesday, August 7, 2019 12:29 PM
To: Thompson, James (DOT)
Subject: [REDACTED] - Question

Hi Jimmy,

This individual's CJIS Driver History ([REDACTED])
[REDACTED]. Can you provide any details?

Sincerely,

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

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From: [Ball, Dawn \(DOT\)](#)
To: [Bayne, Debra \(DOT\)](#)
Subject: RE: Registration Scanners for R2 for Enforcement Services
Date: Thursday, August 08, 2019 9:33:14 AM

Thanks Debbie, that should do it.

From: Bayne, Debra (DOT) <Debra.Bayne@dot.state.ma.us>
Sent: Thursday, August 8, 2019 9:19 AM
To: Ball, Dawn (DOT) <Dawn.Ball@dot.state.ma.us>
Subject: FW: Registration Scanners for R2 for Enforcement Services

Hi Dawn

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Tx again!

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Good to know the number has increased and thank you for specifying where the scanners go.

When I meet at 2:30 today I would like to grab the machine names affiliated with them and if there are any printers associated with the PC's that need to print I will need to gather than information also.

Question re the Facial recognition Scanner – Is there a place on ATLAS where these scanned documents will reside?

Thank you for setting this up and providing the information.

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To: Bayne, Debra (DOT) <Debra.Bayne@dot.state.ma.us>
Cc: Nawrocki, Rose (DOT) <Rose.Nawrocki@dot.state.ma.us>; Ariely, Michael (DOT) <Michael.Ariely@dot.state.ma.us>
Subject: RE: Registration Scanners for R2 for Enforcement Services

We do registrations! And we need to scan other documents! People shouldn't be so surprised!!!!!! Grrrrrrrr. Thanks for your support Debbie, we'll set up a visit soon.

From: Bayne, Debra (DOT)
Sent: Thursday, August 01, 2019 10:22 AM
To: Lavoie, Sara (DOT)
Cc: Nawrocki, Rose (DOT); Ariely, Michael (DOT)
Subject: RE: Registration Scanners for R2 for Enforcement Services

Hi SaraYes –I am at 10PP and I can do that. Please let me know the people's names or who to look for.

Also...let me know what day and time works for you to discuss Enforcement Service's needs. I would like more information because I have been questioned if our information is correct. The team was surprised that Enforcement Services was going to be doing Registration activity. We thought they did licenses. It sounds October is far off but we are in the planning stage.

Debbie Bayne, PMP, CSM
Senior Project Manager

Massachusetts Department of Transportation - Information Services
(857) 368-9332
debra.bayne@dot.state.ma.us
www.mass.gov/massdot

OOO August 9th, August 16th,
August 30 – September 3rd
September 20th

From: Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>
Sent: Thursday, August 1, 2019 10:14 AM
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Cc: Nawrocki, Rose (DOT) <Rose.Nawrocki@dot.state.ma.us>; Ariely, Michael (DOT) <Michael.Ariely@dot.state.ma.us>
Subject: RE: Registration Scanners for R2 for Enforcement Services

Hi Debbie, great news! Are you at 10 PP? I am working from QHQ as of late. If you are in 10 PP, would you be willing to take a walk downstairs at we can walk you through

our needs and space at some point soon?

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To: Lavoie, Sara (DOT)
Subject: Registration Scanners for R2 for Enforcement Services

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This project has also air marked 6 scanners to be deployed to Enforcement Services located at 10 PP.

I am told you are my contact.

We are scheduled to deploy them on October 7th. I need to know where they are going, machine name and IP address because we are going to push the software out in September (ahead of the deployment). The software must be loaded onto the corresponding PC before the scanner is installed.

Please give me a call so we can talk about this.

Thank you!

Debbie Bayne, PMP, CSM
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OOO August 9th, August 16th,
August 30 – September 3rd
September 20th

From: [Lavoie, Sara \(DOT\)](#)
To: [Bayne, Debra \(DOT\)](#); [Ariely, Michael \(DOT\)](#)
Subject: RE: Registration Scanners for R2 for Enforcement Services
Date: Wednesday, August 07, 2019 3:17:55 PM

Debbie, this was our initial ask for scanners for Enforcement Services.

Enforcement Services at 10 Park Plaza, 2nd Floor – 6

A. Fraud Hearings Section (1 Scanner)

The hearings officer in this location regularly uploads documents that the customer presents in order to prove identity.

Currently, the hearings officer uses an external process of scanning the documents and emailing it to himself using a multifunction printer. He then saves the files to his computer and uploads each one to the case system in Atlas. This takes a lot of time and is not as efficient or secure as having a scanner that uploads directly into the system.

B. Front Office (2 Scanners)

The front office staff in this location regularly upload documents that the customer presents in order to prove identity or to fulfill I-PAY-TAX obligations.

Currently, the staff use an external process of scanning the documents and emailing it to themselves using a multifunction printer. They then save the files to their computer and upload each one to the case system in Atlas. This takes a lot of time and is not as efficient or secure as having a scanner that uploads directly into the system.

C. Confidential Programs (1 Scanner)

The confidential programs staff deals with various types of paperwork that oftentimes require addendums to existing files. Examples include Red Light / Blue Light additional paperwork that is needed as part of someone's oscillating light permit, such as permission letters from leasing companies, etc.

On the Registration side, there may be additional paperwork that would need to be attached to a registration record, such as insurance information or previous title information.

D. Unit Supervisor (1 Scanner)

The unit supervisor is currently involved in all aspects of day-to-day operations and may conduct hearings, facial recognition, may act in a front office capacity, as well as undertake a substantial confidential workload. As such, the unit supervisor would also benefit from having a scanner installed at their workstation.

E. Facial Rec Unit (1 Scanner) (If there is a purchasing issue, we could live without this particular scanner)

The facial recognition unit oftentimes fulfills external requests for information involving PII. These requests include the official written request from external entities as well as any other corroborating information such as incarceration records, etc. They would benefit from having a direct scan ability in order to maximize efficiency in a high volume, real time environment and also to safeguard personally identifiable information.

From: Bayne, Debra (DOT)
Sent: Wednesday, August 07, 2019 3:06 PM
To: Lavoie, Sara (DOT)
Subject: Fwd: Registration Scanners for R2 for Enforcement Services

First... my apologies- I never saw your response Chomsky 9:35 today but David Bedard sent it to me.

I am avail until 3:30 on Thursday.

Thank you.

Debbie.
Get [Outlook for iOS](#)

From: Bayne, Debra (DOT)
Sent: Wednesday, August 7, 2019 3:02:40 PM
To: Bedard, David (DOT) <David.Bedard@dot.state.ma.us>
Subject: Re: Registration Scanners for R2 for Enforcement Services

Tx for letting me know. I've been searching by name. I'll try my junk folder.

Get [Outlook for iOS](#)

From: Bedard, David (DOT) <David.Bedard@dot.state.ma.us>
Sent: Wednesday, August 7, 2019 2:28:15 PM
To: Bayne, Debra (DOT) <Debra.Bayne@dot.state.ma.us>

Subject: FW: Registration Scanners for R2 for Enforcement Services

She already replied to you asking if you can meet.

From: Lavoie, Sara (DOT)
Sent: Wednesday, August 07, 2019 9:38 AM
To: Bayne, Debra (DOT)
Cc: Nawrocki, Rose (DOT); Ariely, Michael (DOT); Bedard, David (DOT)
Subject: Re: Registration Scanners for R2 for Enforcement Services

Debbie, are you available tomorrow?

Sent from my iPhone

On Aug 6, 2019, at 3:40 PM, Bayne, Debra (DOT) <Debra.Bayne@dot.state.ma.us> wrote:

Hi Sara:

Please let me know when you can coordinate a visit between me and Enforcement Services.

As I mentioned last week, I want to meet with them mid week this week because my Idemia counterpart is on vacation next week, and any changes to the schedule or number of scanners requires us to adjust our rollout.

Note: I am OOO Friday, August 2nd.

Thank you.

Debbie Bayne, PMP, CSM

Senior Project Manager

Massachusetts Department of Transportation - Information Services

(857) 368-9332

debra.bayne@dot.state.ma.us

www.mass.gov/massdot

OOO August 9th, August 16th,
August 30 – September 3rd
September 20th

From: Bayne, Debra (DOT)
Sent: Thursday, August 1, 2019 10:36 AM
To: Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>
Cc: Nawrocki, Rose (DOT) <Rose.Nawrocki@dot.state.ma.us>; Ariely, Michael (DOT) <Michael.Ariely@dot.state.ma.us>
Subject: RE: Registration Scanners for R2 for Enforcement Services

Thank you Sara.

If the visit could happen before mid next week, that would be helpful. Reason: My Idemia counterpart goes on vacation the week of August 12th. My vacation is listed at the bottom of this email.

Thank you.

Debbie Bayne, PMP, CSM
Senior Project Manager

Massachusetts Department of Transportation - Information Services
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debra.bayne@dot.state.ma.us

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Thank you!

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debra.bayne@dot.state.ma.us

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OOO August 9th, August 16th,
August 30 – September 3rd
September 20th

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]

Subject: Re: Possible Fraudulent Identification - Request for Facial Recognition - DEA Boston Office
Date: Tuesday, August 06, 2019 4:31:55 PM
Attachments: [image001.png](#)

Regarding [REDACTED]
[REDACTED].

This individual has [REDACTED]
[REDACTED].

We have [REDACTED].

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

Attached please find Personal Summary showing [REDACTED].

That is all we have at this time.

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

[REDACTED]
[REDACTED]

From: [REDACTED]

Sent: Monday, August 5, 2019 1:48 PM

To: [REDACTED]
[REDACTED]

Cc: [REDACTED]
[REDACTED]

Subject: Fw: Possible Fraudulent Identification - Request for Facial Recognition - DEA Boston Office

Greetings,

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

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

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

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From: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>

Sent: Wednesday, July 31, 2019 1:18 PM

To: [REDACTED]

[REDACTED]

[Redacted]

Subject: RE: Possible Fraudulent Identification - Request for Facial Recognition - DEA Boston Office

Upon reviewing the below email, it was discovered that a case already exists with our office,

[Redacted]

[Redacted]

[Redacted]

Respectfully,

Chris

Lieutenant Christopher Boyle #2710
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza, 2nd Floor
Boston, MA 02116
christopher.boyle@mass.gov
cell: 781-738-7286



From: [REDACTED]

Sent: Tuesday, July 23, 2019 4:36 PM

To: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Subject: Possible Fraudulent Identification - Request for Facial Recognition - DEA Boston Office

Good Afternoon,

Please find the information below regarding a facial recognition request from the DEA Boston Office, [REDACTED]

[REDACTED]

Respectfully,

[REDACTED]

[REDACTED]

From: Commonwealth Fusion Center (POL)

Sent: Tuesday, July 23, 2019 4:17 PM

To: [REDACTED]

Subject: RE: Request for Facial Recognition

Good Afternoon,

A query of the facial recognition system returns several possible matches for [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[Redacted]

The result of a facial 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.

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.

Please let us know if you need any additional assistance.

Respectfully,

[Redacted]

[Redacted]

From: [Redacted]
Sent: Tuesday, July 23, 2019 3:30 PM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Subject: Request for Facial Recognition

Good afternoon,

[Redacted]

Please let me know if you need any further information.

Thank you,

[Redacted]

[Redacted]



From: [REDACTED]
To: ["Boyle, Christopher \(DOT\)"](mailto:Christopher.P.Boyle@dot.state.ma.us)
Subject: RE: [REDACTED] Identity Fraud
Date: Tuesday, August 06, 2019 3:42:12 PM
Attachments: [image001.png](#)

That should be fine, thanks again.

From: Boyle, Christopher (DOT) [mailto:Christopher.P.Boyle@dot.state.ma.us]
Sent: Tuesday, August 06, 2019 3:04 PM
To: Oste, Daniel (EAS)
Subject: RE: [REDACTED] Identity Fraud

[REDACTED]

I can pull those records for you. To receive them as certified, we have to mail them because some of the documents will be certified on the back. We should be able to put them in the mail today or tomorrow morning. Does that give you enough time for your court date?

Chris

Lieutenant Christopher Boyle #2710
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza, 2nd Floor
Boston, MA 02116
christopher.boyle@mass.gov
cell: 781-738-7286



From: [REDACTED]
Sent: Tuesday, August 6, 2019 2:53 PM
To: Boyle, Christopher (POL) <Christopher.Boyle@pol.state.ma.us>
Subject: [REDACTED] Identity Fraud

Good afternoon Lt. Boyle:

I am prosecuting an [REDACTED] case in [REDACTED]. [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

Thanks,

[REDACTED]
Assistant District Attorney
[REDACTED]

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[Redacted]

[Redacted]

Thanks,

[Redacted]
Assistant District Attorney
[Redacted]

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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: identification
Date: Tuesday, August 06, 2019 3:02:30 PM
Attachments: [REDACTED]

Good afternoon,

I am unable to find additional information beyond that available on the attached summary [REDACTED]
[REDACTED]

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

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From: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Sent: Tuesday, July 16, 2019 2:39 PM
To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Subject: Fw: identification

Good Afternoon,

Reference SharePoint Activity Log # [REDACTED]
[REDACTED]

Respectfully,

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

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: Tuesday, July 16, 2019 2:27 PM

To: [REDACTED]

Subject: Re: identification

Good Afternoon, Sir -

Unfortunately, Facial Recognition on the attached photograph returned no close matches to any Massachusetts Driver's Licenses or IDs.

[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,

[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]
Sent: Tuesday, July 16, 2019 1:46 PM
To: Commonwealth Fusion Center (POL)
Subject: identification

Good morning

I was wondering if you would be able to identify this person within the Massachusetts RMV database or any other that you have access to. [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

Thanks

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

From: [Panepinto, Janet \(DOT\)](#)
To: [Hagan, Kristen \(DOT\)](#)
Subject: Facial Rec
Date: Tuesday, August 06, 2019 3:01:13 PM

Hi Kristen,

Do you know how to help with Facial recognition system?

Thank You
Janet Panepinto
RMV IS Security
857-368-7930

From: [REDACTED]
To: [Boyle, Christopher \(DOT\)](mailto:Boyle.Christopher@dot.state.ma.us)
Subject: Re: Identity fraud cases: PR license information
Date: Monday, August 05, 2019 9:06:25 PM

That would be great!

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

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From: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Sent: Monday, August 5, 2019 6:39 PM
To: [REDACTED]
Subject: Re: Identity fraud cases: PR license information

Haleigh,

I or one of my troopers can drive them up tomorrow.

Chris

Lieutenant Christopher Boyle #2710
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](tel:781-738-7286)



On Aug 5, 2019, at 5:08 PM, Reisman, Haleigh (EAS) <Haleigh.Reisman@massmail.state.ma.us> wrote:

Lt. Boyle,

I did receive the email from [REDACTED]. What do you think the best way for me to get them is? I think I could get our information for FedEx (or UPS...I'm not sure which it is) to overnight the documents to me? I appreciate all of your help on this!

[REDACTED]

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

From: Boyle, Christopher (DOT) [<mailto:Christopher.P.Boyle@dot.state.ma.us>]
Sent: Monday, August 05, 2019 3:08 PM
To: [REDACTED]
Subject: RE: Identity fraud cases: PR license information

[REDACTED]

I had Trooper [REDACTED] email you earlier. I have the certified copies with me in my bag. Let me know if you need them and I can get them to you.

Chris

From: [REDACTED] MassMail.State.MA.US>
Sent: Friday, August 2, 2019 10:34 AM
To: Boyle, Christopher (DOT) <christopher.p.boyle@state.ma.us>
Subject: Re: Identity fraud cases: PR license information

Thank you so much! Sorry we just threw a bunch at you guys. Lots of phone calls have been going out to figure out who could help us and you happened to be very willing to assist. We very much appreciate it.

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

On Fri, Aug 2, 2019 at 10:30 AM -0400, "Boyle, Christopher (DOT)"

<Christopher.P.Boyle@dot.state.ma.us> wrote:

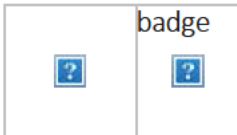
[REDACTED]

One of my troopers is working on this request right now. We'll see how we make out with PR.

Thanks,

Chris

Lieutenant Christopher Boyle #2710
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](tel:781-738-7286)



On Aug 2, 2019, at 8:33 AM, [REDACTED]
<[\[REDACTED\]@massmail.state.ma.us](mailto:[REDACTED]@massmail.state.ma.us)> wrote:

Chris,

I meant to bring the file home last night so that if you answered me, I could've responded with all of the information. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: Boyle, Christopher (DOT)
[mailto:Christopher.P.Boyle@dot.state.ma.us]
Sent: Thursday, August 01, 2019 7:50 PM
To: [REDACTED]
Subject: Re: Identity fraud cases: PR license information

[REDACTED]

I will do my best. I'm not exactly sure that the PR "certifies" anything from the RMV. We submit all of our requests through the PR Fusion Center and they come back on their letterhead. At a minimum, we can give that a try.

I will call PR tomorrow and see if they can do any better than that.

Did your subject have a MA license? We can get you all of the MA records certified. Even if was just a MA ID.

Could you also give me your subjects info please?

Thanks,

Chris

Lieutenant Christopher Boyle #2710
Massachusetts State Police
Division of Homeland Security and Preparedness
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[10 Park Plaza, 2nd Floor](#)
[Boston, MA 02116](#)
christopher.p.boyle@dot.state.ma.us
cell: [781-738-7286](tel:781-738-7286)



On Aug 1, 2019, at 3:52 PM, [REDACTED])
<[REDACTED]@massmail.state.ma.us> wrote:

Good afternoon Lieutenant Boyle,

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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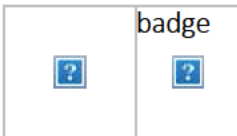
From: [Boyle, Christopher \(DOT\)](#)
To: [REDACTED]
Subject: Re: Identity fraud cases: PR license information
Date: Monday, August 05, 2019 6:39:27 PM

[REDACTED]

I or one of my troopers can drive them up tomorrow.

Chris

Lieutenant Christopher Boyle #2710
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](tel:781-738-7286)



On Aug 5, 2019, at 5:08 PM, [REDACTED]
<[\[REDACTED\]@massmail.state.ma.us](mailto:[REDACTED]@massmail.state.ma.us)> wrote:

Lt. Boyle,

I did receive the email from Trooper [REDACTED]. What do you think the best way for me to get them is? I think I could get our information for FedEx (or UPS...I'm not sure which it is) to overnight the documents to me? I appreciate all of your help on this!

[REDACTED]

[REDACTED]

From: Boyle, Christopher (DOT) [<mailto:Christopher.P.Boyle@dot.state.ma.us>]
Sent: Monday, August 05, 2019 3:08 PM
To: [REDACTED]
Subject: RE: Identity fraud cases: PR license information

[REDACTED]

I had Trooper [REDACTED] email you earlier. I have the certified copies with me in my bag. Let me know if you need them and I can get them to you.

Chris

From: [REDACTED] <[\[REDACTED\]@MassMail.State.MA.US](mailto:[REDACTED]@MassMail.State.MA.US)>

Sent: Friday, August 2, 2019 10:34 AM

To: Boyle, Christopher (DOT) <christopher.p.boyle@state.ma.us>

Subject: Re: Identity fraud cases: PR license information

[REDACTED]
[REDACTED]
[REDACTED]

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

On Fri, Aug 2, 2019 at 10:30 AM -0400, "Boyle, Christopher (DOT)" <Christopher.P.Boyle@dot.state.ma.us> wrote:

[REDACTED]

One of my troopers is working on this request right now. We'll see how we make out with PR.

Thanks,

Chris

Lieutenant Christopher Boyle #2710
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](tel:781-738-7286)



On Aug 2, 2019, at 8:33 AM, [REDACTED]
[REDACTED]@massmail.state.ma.us> wrote:

Chris,

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

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

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

From: Boyle, Christopher (DOT)
[mailto:Christopher.P.Boyle@dot.state.ma.us]
Sent: Thursday, August 01, 2019 7:50 PM
To: [REDACTED]
Subject: Re: Identity fraud cases: PR license information

[REDACTED],

I will do my best. I'm not exactly sure that the PR "certifies" anything from the RMV. We submit all of our requests through the PR Fusion Center and they come back on their letterhead. At a minimum, we can give that a try.

I will call PR tomorrow and see if they can do any better than that.

Did your subject have a MA license? We can get you all of the MA records certified. Even if was just a MA ID.

Could you also give me your subjects info please?

Thanks,

Chris

Lieutenant Christopher Boyle #2710
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](tel:781-738-7286)



On Aug 1, 2019, at 3:52 PM, [REDACTED]
<[REDACTED]@massmail.state.ma.us> wrote:

Good afternoon Lieutenant Boyle,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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From: [REDACTED]
To: ["Boyle, Christopher \(DOT\)"](mailto:Boyle.Christopher.DOT)
Subject: RE: Identity fraud cases: PR license information
Date: Monday, August 05, 2019 5:08:46 PM

Lt. Boyle,

I did receive the email from Trooper [REDACTED]. What do you think the best way for me to get them is? I think I could get our information for FedEx (or UPS...I'm not sure which it is) to overnight the documents to me? I appreciate all of your help on this!

[REDACTED]

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

From: Boyle, Christopher (DOT) [mailto:Christopher.P.Boyle@dot.state.ma.us]
Sent: Monday, August 05, 2019 3:08 PM
To: [REDACTED]: PR license information

[REDACTED]

I had Trooper [REDACTED] email you earlier. I have the certified copies with me in my bag. Let me know if you need them and I can get them to you.

Chris

From: [REDACTED]@MassMail.State.MA.US>
Sent: Friday, August 2, 2019 10:34 AM
To: Boyle, Christopher (DOT) <christopher.p.boyle@state.ma.us>
Subject: Re: Identity fraud cases: PR license information

[REDACTED]
[REDACTED]
[REDACTED]

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

[Redacted]

On Fri, Aug 2, 2019 at 10:30 AM -0400, "Boyle, Christopher (DOT)" <Christopher.P.Boyle@dot.state.ma.us> wrote:

[Redacted],

One of my troopers is working on this request right now. We'll see how we make out with PR.

Thanks,

Chris

Lieutenant Christopher Boyle #2710
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](tel:781-738-7286)



On Aug 2, 2019, at 8:33 AM, [Redacted] <[\[Redacted\]@massmail.state.ma.us](mailto:[Redacted]@massmail.state.ma.us)> wrote:

Chris,

[Redacted]

[Redacted]

[Redacted]

[REDACTED]

From: Boyle, Christopher (DOT) [<mailto:Christopher.P.Boyle@dot.state.ma.us>]
Sent: Thursday, August 01, 2019 7:50 PM
To: [REDACTED]
Subject: Re: Identity fraud cases: PR license information

[REDACTED]

I will do my best. I'm not exactly sure that the PR "certifies" anything from the RMV. We submit all of our requests through the PR Fusion Center and they come back on their letterhead. At a minimum, we can give that a try.

I will call PR tomorrow and see if they can do any better than that.

Did your subject have a MA license? We can get you all of the MA records certified. Even if was just a MA ID.

Could you also give me your subjects info please?

Thanks,

Chris

Lieutenant Christopher Boyle #2710
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](tel:781-738-7286)



On Aug 1, 2019, at 3:52 PM, [REDACTED]
<[\[REDACTED\]@massmail.state.ma.us](mailto:[REDACTED]@massmail.state.ma.us)> wrote:

Good afternoon Lieutenant Boyle,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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From: [Massachusetts State Police Records Management System](#)
To: [Boyle, Christopher \(POL\)](#)
Subject: ACISS Alert: New Report Added to Case 2019-134-61
Date: Monday, August 05, 2019 3:53:08 PM
Attachments: [CaseReport_2019-134-61_14.pdf](#)

From: ACISS (Massachusetts State Police)
Report 2019-134-61/14 (ASSISTANCE RENDERED) was added to your case by Malhotra, Danish (Fraud Identification Unit / Massachusetts State Police).

From: [Massachusetts State Police Records Management System](#)
To: [Boyle, Christopher \(POL\)](#)
Subject: ACISS Alert: ASSISTANCE RENDERED Report awaiting approval!
Date: Monday, August 05, 2019 3:53:02 PM
Attachments: [CaseReport_2019-134-61_14.pdf](#)

From: ACISS (Massachusetts State Police)
Report 2019-134-61/14 (ASSISTANCE RENDERED) was just sent for your approval.

From: [Massachusetts State Police Records Management System](#)
To: [Boyle, Christopher \(POL\)](#)
Subject: ACISS Alert: ASSISTANCE RENDERED Report awaiting approval!
Date: Monday, August 05, 2019 3:22:09 PM
Attachments: [CaseReport_2019-134-61_13.pdf](#)

From: ACISS (Massachusetts State Police)
Report 2019-134-61/13 (ASSISTANCE RENDERED) was just sent for your approval.

From: [Massachusetts State Police Records Management System](#)
To: [Boyle, Christopher \(POL\)](#)
Subject: ACISS Alert: New Report Added to Case 2019-134-61
Date: Monday, August 05, 2019 3:21:59 PM
Attachments: [CaseReport_2019-134-61_13.pdf](#)

From: ACISS (Massachusetts State Police)
Report 2019-134-61/13 (ASSISTANCE RENDERED) was added to your case by Malhotra, Danish (Fraud Identification Unit / Massachusetts State Police).

From: [Boyle, Christopher \(DOT\)](#)
To: [REDACTED]
Subject: RE: Identity fraud cases: PR license information
Date: Monday, August 05, 2019 3:07:00 PM

[REDACTED],

I had Trooper [REDACTED] email you earlier. I have the certified copies with me in my bag. Let me know if you need them and I can get them to you.

Chris

From: [REDACTED]@MassMail.State.MA.US>
Sent: Friday, August 2, 2019 10:34 AM
To: Boyle, Christopher (DOT) <christopher.p.boyle@state.ma.us>
Subject: Re: Identity fraud cases: PR license information

[REDACTED]
[REDACTED]
[REDACTED]

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

On Fri, Aug 2, 2019 at 10:30 AM -0400, "Boyle, Christopher (DOT)"
<Christopher.P.Boyle@dot.state.ma.us> wrote:

[REDACTED]

One of my troopers is working on this request right now. We'll see how we make out with PR.

Thanks,

Chris

Lieutenant Christopher Boyle #2710
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](tel:781-738-7286)



On Aug 2, 2019, at 8:33 AM, [REDACTED] [@massmail.state.ma.us](mailto:[REDACTED]@massmail.state.ma.us)> wrote:

Chris,

[REDACTED]

[REDACTED]

[REDACTED]

From: Boyle, Christopher (DOT) [<mailto:Christopher.P.Boyle@dot.state.ma.us>]
Sent: Thursday, August 01, 2019 7:50 PM
To: [REDACTED]
Subject: Re: Identity fraud cases: PR license information

[REDACTED]

I will do my best. I'm not exactly sure that the PR "certifies" anything from the RMV. We submit all of our requests through the PR Fusion Center and they come back on their letterhead. At a minimum, we can give that a try.

I will call PR tomorrow and see if they can do any better than that.

Did your subject have a MA license? We can get you all of the MA records certified. Even if was just a MA ID.

Could you also give me your subjects info please?

Thanks,

Chris

Lieutenant Christopher Boyle #2710
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](tel:781-738-7286)



On Aug 1, 2019, at 3:52 PM, [REDACTED]
<[REDACTED]@massmail.state.ma.us> wrote:

Good afternoon Lieutenant Boyle,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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From: [REDACTED]
To: [Boyle, Christopher \(DOT\)](#)
Subject: RE: Identity Fraud Prosecution - Request for Certified RMV Application
Date: Monday, August 05, 2019 11:20:03 AM
Attachments: [image001.png](#)

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

[REDACTED]

From: Boyle, Christopher (DOT)
Sent: Thursday, August 1, 2019 1:08 PM
To: [REDACTED]
Subject: FW: Identity Fraud Prosecution - Request for Certified RMV Application
Importance: High

[REDACTED]

Can you please work on collecting these documents?

From a quick look, it looks like [REDACTED] is looking for:

[REDACTED]
[REDACTED]
[REDACTED]

Thanks,

Chris

From: Ariely, Michael (DOT)
Sent: Thursday, August 1, 2019 10:07 AM
To: [REDACTED] 'Michael.Ariely@dot.state.ma.us'
<michael.ariely2@state.ma.us>
Cc: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Subject: RE: Identity Fraud Prosecution - Request for Certified RMV Application
Importance: High

Hi [REDACTED]

Thank you for your email. I am including LT Christopher Boyle in my response. He heads up the MA State Police Fraud ID unit and based on the information that you provided I believe his unit would be a better avenue for your request.

Thank you for reaching out.

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



From: [REDACTED] [\[REDACTED\]@MassMail.State.MA.US](mailto:[REDACTED]@MassMail.State.MA.US)
Sent: Wednesday, July 31, 2019 5:00 PM
To: 'Michael.Ariely@dot.state.ma.us'
Subject: Identity Fraud Prosecution - Request for Certified RMV Application

Good afternoon:

I'm writing to request certified application records for [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

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

[REDACTED]
[REDACTED]

[REDACTED]

[Redacted]

Let me know if you need any more information.

Thanks,

[Redacted]

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From: [redacted]
To: [redacted]
Subject: [redacted]
Date: [redacted]
Attachments: [redacted]

No other FBI was done on a field.

On 8/

Line agent ID: [redacted] Badge #0730
Massachusetts State Police
37 West of Franklin Street, 5th and 6th floors
F and I/O of Custom Unit
37 FA, 5th Floor, 5th Floor
Boston, MA 02108
john.dolan@state.ma.us
(617) 725-1200



From: Commonwealth Police (POL)

Sent: Thursday, August 8, 2019 12:47 PM

To: [redacted]

Good afternoon

Reference OpenPrint Activity Log [redacted]

Please see below in attached EE. The all brought on request submitted by Massachusetts State PD on [redacted]

Respectfully

[redacted signature block]

CONFIDENTIAL: This is a confidential document. It is not to be distributed outside of your agency. If you have any questions, please contact the sender. If you are not the intended recipient, 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. Confidentiality cannot be guaranteed by e-mail.

From: [redacted]

Sent: Thursday, August 8, 2019 12:47 PM

To: Commonwealth Police (POL)

Subject: [redacted]

Good afternoon could you please accept the attached in subject for the [redacted] of BPD. Thank you. Ty [redacted]

[Large redacted block]

I'm sorry I was not able to provide you with more useful information. If you need anything further, please let me know.

Respectfully,

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

From [Redacted] <[Redacted]@usdoj.gov>
Sent Thursday, August 1, 2019 6:27 PM
To Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US> <mailto:fusion@pol.State.MA.US>
Subject RE: Facial Rec

Here is the link [Redacted]

If that doesn't work, [Redacted]

Thanks

From Fusion (POL) <fusion@state.ma.us> <mailto:fusion@state.ma.us>
Sent Thursday, August 1, 2019 6:17 PM
To [Redacted] <[Redacted]@dea.usdoj.gov>
Subject RE: Facial Rec

Good Evening,

If you have the link to [Redacted]

Respectfully,

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

From [Redacted] <[Redacted]@usdoj.gov>
Sent Thursday, August 1, 2019 4:33 PM
To Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US> <mailto:fusion@pol.State.MA.US>
Subject Facial Rec

Can you facial rec this for me? It is from a [Redacted]

Thank you!

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

██████████

To: [Redacted]
From: [Redacted]

Sent: Friday, August 1, 2014 10:04 AM

Subject: [Redacted]

[Redacted]

Re: [Redacted]

Also see [Redacted]

Regards, [Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

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From: [Malhotra, Danish \(DOT\)](#)
To: [REDACTED]
Subject: RE: Facial Rec
Date: Friday, August 02, 2019 2:35:00 PM
Attachments: [image001.png](#)
[image002.png](#)

Hey [REDACTED]

You can give me a call after 3:15pm if you want.

Respectfully Submitted,

***Tpr. Danny Malhotra #3642
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza 2nd Floor
Boston, MA 02116
danish.malhotra2@dot.state.ma.us
Office: (857) 368-9500
Desk: (857) 368-8622
Cell: (857)-324-0411
Fax: (857) 368-0649***

From: [REDACTED]@usdoj.gov]
Sent: Friday, August 2, 2019 2:03 PM
To: Malhotra, Danish (DOT)
Subject: RE: Facial Rec

Trooper Malhotra,

Let me know when you have a few minutes to talk about [REDACTED]. No rush just give me a heads up on a good time to call you.

Thanks

[REDACTED]

From: Fusion (POL) <fusion@state.ma.us>
Sent: Friday, August 2, 2019 1:50 PM
To: [REDACTED]@dea.usdoj.gov>
Cc: Malhotra, Danish (DOT) <danish.malhotra2@state.ma.us>
Subject: Re: Facial Rec

Good Afternoon,

Facial Recognition on photographs obtained from the [REDACTED]

[REDACTED]

[REDACTED] returned a possible match to the below named Massachusetts Driver's License or ID:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[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,

[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] <[\[REDACTED\]@usdoj.gov](mailto:[REDACTED]@usdoj.gov)>
Sent: Friday, August 2, 2019 10:25 AM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Subject: RE: Facial Rec

Good morning,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: Fusion (POL) <fusion@state.ma.us>
Sent: Thursday, August 1, 2019 7:13 PM
To: [REDACTED] <[\[REDACTED\]@usdoj.gov](mailto:[REDACTED]@usdoj.gov)>
Subject: RE: Facial Rec

Thank you for the additional information. [REDACTED].

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED] <[\[REDACTED\]@usdoj.gov](mailto:[REDACTED]@usdoj.gov)>
Sent: Thursday, August 1, 2019 6:27 PM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Subject: RE: Facial Rec

[REDACTED]

[REDACTED]

[REDACTED]

From: Fusion (POL) <fusion@state.ma.us>
Sent: Thursday, August 1, 2019 6:17 PM
To: [REDACTED] <[\[REDACTED\]@dea.usdoj.gov](mailto:[REDACTED]@dea.usdoj.gov)>
Subject: RE: Facial Rec

Good Evening,

If you have the link to that [REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED] <[\[REDACTED\]@usdoj.gov](mailto:[REDACTED]@usdoj.gov)>

Sent: Thursday, August 1, 2019 4:33 PM

To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>

Subject: Facial Rec

Can you facial rec this for me? [REDACTED]

[REDACTED]

Thank you!

[REDACTED]

[REDACTED]

From: [REDACTED]
To: [Malhotra, Danish \(DOT\)](#)
Subject: RE: Facial Rec
Date: Friday, August 02, 2019 2:02:54 PM
Attachments: [image001.png](#)
[image002.png](#)

Trooper Malhotra,

Let me know when you have a few minutes to talk about [REDACTED] No rush just give me a heads up on a good time to call you.

Thanks

[REDACTED]

From: Fusion (POL) <fusion@state.ma.us>
Sent: Friday, August 2, 2019 1:50 PM
To: [REDACTED]@dea.usdoj.gov>
Cc: Malhotra, Danish (DOT) <danish.malhotra2@state.ma.us>
Subject: Re: Facial Rec

Good Afternoon,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[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,

[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] <[\[REDACTED\]@usdoj.gov](mailto:[REDACTED]@usdoj.gov)>
Sent: Friday, August 2, 2019 10:25 AM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Subject: RE: Facial Rec

Good morning,

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

From: Fusion (POL) <fusion@state.ma.us>
Sent: Thursday, August 1, 2019 7:13 PM
To: [REDACTED] <[\[REDACTED\]@dea.usdoj.gov](mailto:[REDACTED]@dea.usdoj.gov)>
Subject: RE: Facial Rec

Thank you for the additional information. [REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

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

From: [REDACTED] <[\[REDACTED\]@usdoj.gov](mailto:[REDACTED]@usdoj.gov)>
Sent: Thursday, August 1, 2019 6:27 PM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Subject: RE: Facial Rec

[Redacted]

[Redacted]

[Redacted]

From: Fusion (POL) <fusion@state.ma.us>
Sent: Thursday, August 1, 2019 6:17 PM
To: [Redacted] <[\[Redacted\]@dea.usdoj.gov](mailto:[Redacted]@dea.usdoj.gov)>
Subject: RE: Facial Rec

Good Evening,

[Redacted]

[Redacted]

[Redacted]

From: [Redacted] <[\[Redacted\]@usdoj.gov](mailto:[Redacted]@usdoj.gov)>
Sent: Thursday, August 1, 2019 4:33 PM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Subject: Facial Rec

[Redacted]

[Redacted]

[Redacted]

[Redacted]

From: [REDACTED]
To: [Commonwealth Fusion Center \(POL\)](#)
Cc: [Malhotra, Danish \(DOT\)](#)
Subject: RE: Facial Rec
Date: Friday, August 02, 2019 1:58:22 PM
Attachments: [image001.png](#)
[image002.png](#)

Thanks [REDACTED]

[REDACTED]

[REDACTED]

From: Fusion (POL) <fusion@state.ma.us>
Sent: Friday, August 2, 2019 1:50 PM
To: [REDACTED]@dea.usdoj.gov>
Cc: Malhotra, Danish (DOT) <danish.malhotra2@state.ma.us>
Subject: Re: Facial Rec

Good Afternoon,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[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,

[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] <[\[REDACTED\]@usdoj.gov](mailto:[REDACTED]@usdoj.gov)>
Sent: Friday, August 2, 2019 10:25 AM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Subject: RE: Facial Rec

Good morning,

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

From: Fusion (POL) <fusion@state.ma.us>
Sent: Thursday, August 1, 2019 7:13 PM
To: [REDACTED] <[\[REDACTED\]@dea.usdoj.gov](mailto:[REDACTED]@dea.usdoj.gov)>
Subject: RE: Facial Rec

Thank you for the additional information. [REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

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

From: [REDACTED] <[\[REDACTED\]@usdoj.gov](mailto:[REDACTED]@usdoj.gov)>
Sent: Thursday, August 1, 2019 6:27 PM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Subject: RE: Facial Rec

[Redacted]

[Redacted]

[Redacted]

From: Fusion (POL) <fusion@state.ma.us>
Sent: Thursday, August 1, 2019 6:17 PM
To: [Redacted] <[\[Redacted\]@dea.usdoj.gov](mailto:[Redacted]@dea.usdoj.gov)>
Subject: RE: Facial Rec

Good Evening,

If you have the link to [Redacted]

[Redacted]

[Redacted]

From: [Redacted] <[\[Redacted\]@usdoj.gov](mailto:[Redacted]@usdoj.gov)>
Sent: Thursday, August 1, 2019 4:33 PM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Subject: Facial Rec

[Redacted]

[Redacted]

[Redacted]

[Redacted]

From: [Commonwealth Fusion Center \(POL\)](#)
To: [REDACTED]
Cc: [Malhotra, Danish \(DOT\)](#)
Subject: Re: Facial Rec
Date: Friday, August 02, 2019 1:49:36 PM
Attachments: [Outlook-31clmeok.png](#)
[Outlook-n3fehlw.png](#)

Good Afternoon,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[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,

[REDACTED]

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From: MacDonald, Casey T <Casey.T.MacDonald@usdoj.gov>
Sent: Friday, August 2, 2019 10:25 AM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Subject: RE: Facial Rec

Good morning,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: Fusion (POL) <fusion@state.ma.us>
Sent: Thursday, August 1, 2019 7:13 PM
To: [REDACTED]@dea.usdoj.gov>
Subject: RE: Facial Rec

Thank you for the additional information. [REDACTED]

From: [REDACTED]@usdoj.gov>
Sent: Thursday, August 1, 2019 6:27 PM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Subject: RE: Facial Rec

From: Fusion (POL) <fusion@state.ma.us>
Sent: Thursday, August 1, 2019 6:17 PM
To: [REDACTED]@dea.usdoj.gov>
Subject: RE: Facial Rec

Good Evening,

[Redacted]

From: [Redacted] <[\[Redacted\]@usdoj.gov](mailto:[Redacted]@usdoj.gov)>
Sent: Thursday, August 1, 2019 4:33 PM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Subject: Facial Rec

[Redacted]

[Redacted]

[Redacted]

[Redacted]

From: [Malhotra, Danish \(DOT\)](#)
To: [REDACTED] [Boyle, Christopher \(DOT\)](#)
Subject: RE: FR Question
Date: Friday, August 02, 2019 12:21:28 PM

Spoke with [REDACTED] sir, all set.

Respectfully Submitted,

*Tpr. Danny Malhotra #3642
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza 2nd Floor
Boston, MA 02116
danish.malhotra2@dot.state.ma.us
Office: (857) 368-9500
Desk: (857) 368-8622
Cell: (857)-324-0411
Fax: (857) 368-0649*

From: [REDACTED]
Sent: Friday, August 2, 2019 12:12 PM
To: Boyle, Christopher (DOT)
Cc: Malhotra, Danish (DOT)
Subject: Re: FR Question

Received. Thanks, Lt! Sorry! Have a good weekend!

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

From: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Sent: Friday, August 2, 2019 12:11 PM
To: [REDACTED]
Cc: Malhotra, Danish (DOT) <Danish.Malhotra2@dot.state.ma.us>
Subject: Re: FR Question

[REDACTED]

I'm off today but Tpr Malhotra is working and is cc'd. He will look into it for you.

Chris

Lieutenant Christopher Boyle #2710
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](tel:781-738-7286)



On Aug 2, 2019, at 12:03 PM, [REDACTED]@pol.state.ma.us> wrote:

Hey Lt -

[REDACTED]

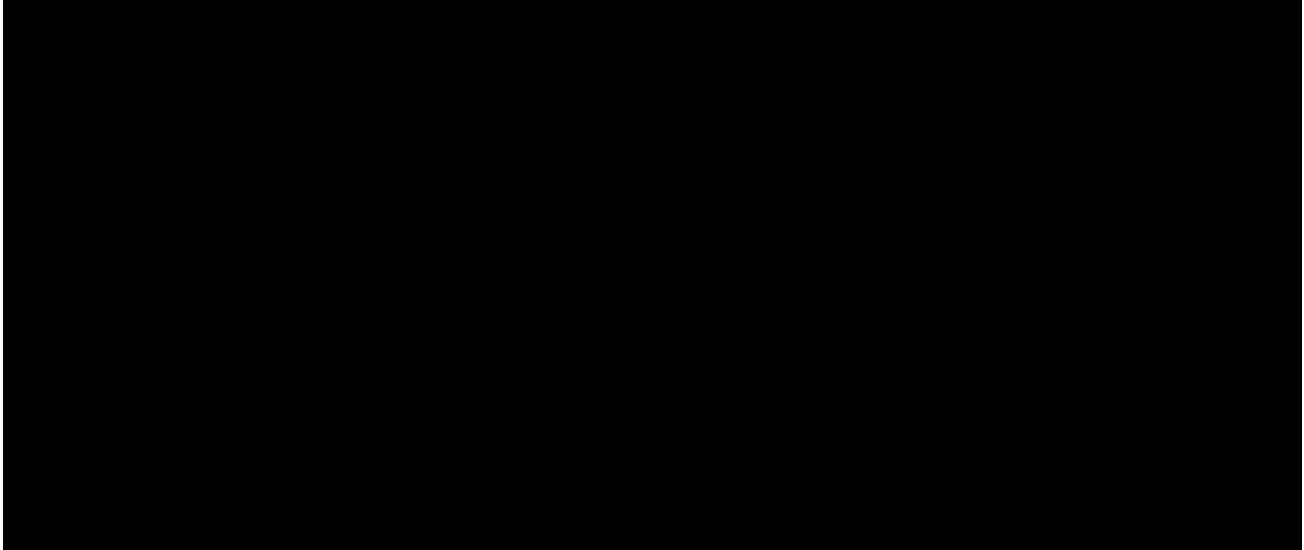
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
To: [Malhotra, Danish \(DOT\)](#)
Subject: Fw: FR Question
Date: Friday, August 02, 2019 12:16:13 PM
Attachments: [image.png](#)
[image.png](#)
[image.png](#)

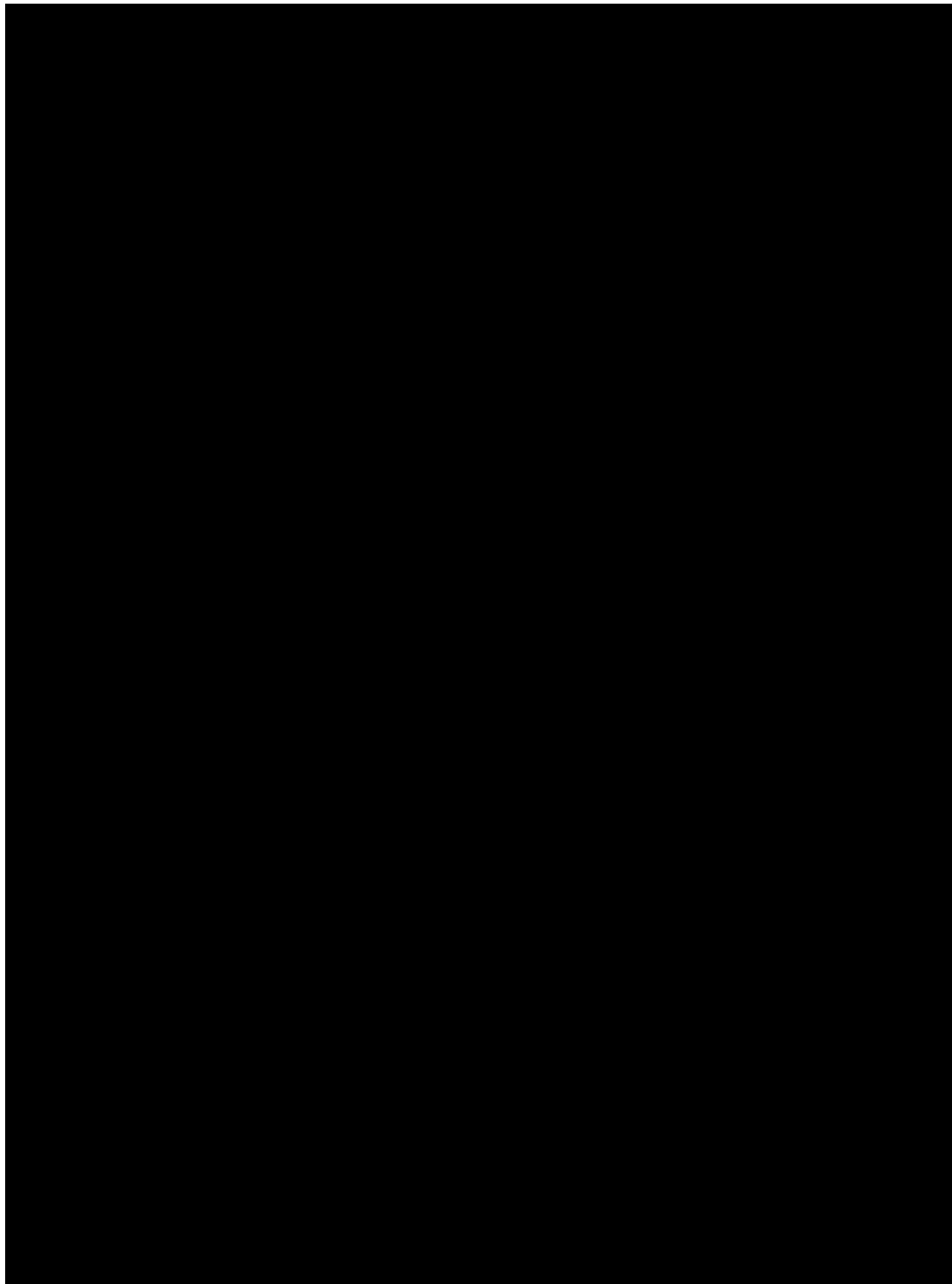


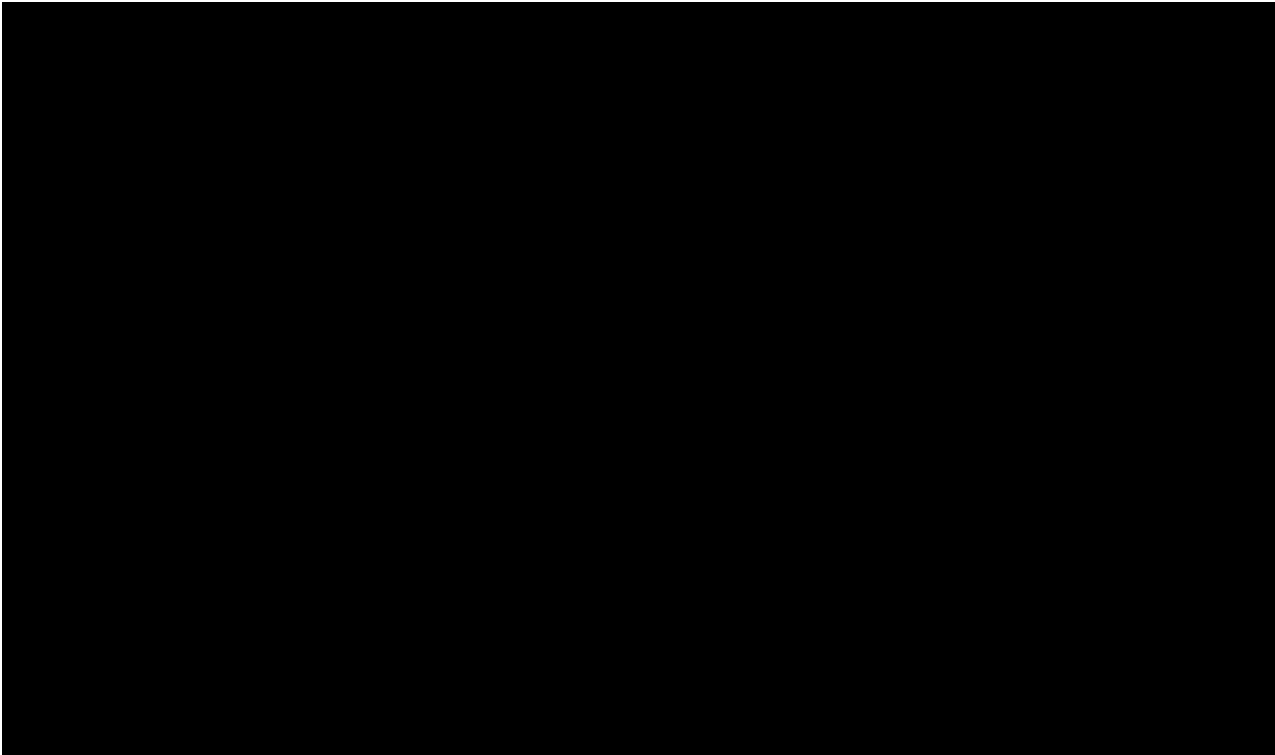
From: [REDACTED]@pol.state.ma.us>
Sent: Friday, August 2, 2019 12:03 PM
To: Boyle, Christopher (POL) <Christopher.Boyle@pol.state.ma.us>
Subject: FR Question

Hey Lt -

[REDACTED]

[REDACTED]





From: [Boyle, Christopher \(DOT\)](#)
To: [REDACTED]
Subject: Re: FR Question
Date: Friday, August 02, 2019 12:13:43 PM

Never a problem. Phone is always on.

Lieutenant Christopher Boyle #2710
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](tel:781-738-7286)



On Aug 2, 2019, at 12:12 PM, [REDACTED] [@pol.state.ma.us](mailto:[REDACTED]@pol.state.ma.us) > wrote:

Received. Thanks, Lt! Sorry! Have a good weekend!

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

From: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Sent: Friday, August 2, 2019 12:11 PM
To: [REDACTED] [@pol.state.ma.us](mailto:[REDACTED]@pol.state.ma.us)>
Cc: Malhotra, Danish (DOT) <Danish.Malhotra2@dot.state.ma.us>
Subject: Re: FR Question

[REDACTED]

I'm off today but Tpr Malhotra is working and is cc'd. He will look into it for you.

Chris

Lieutenant Christopher Boyle #2710
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



On Aug 2, 2019, at 12:03 PM, [REDACTED]
<[REDACTED]r@pol.state.ma.us> wrote:

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

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

[REDACTED]

[REDACTED]

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

From: [REDACTED]
Cc: [Malhotra, Danish \(DOT\)](mailto:Malhotra.Danish@dot.state.ma.us)
Subject: Re: FR Question
Date: Friday, August 02, 2019 12:12:19 PM

Received. Thanks, Lt! Sorry! Have a good weekend!

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

From: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Sent: Friday, August 2, 2019 12:11 PM
To: [REDACTED]@pol.state.ma.us
Cc: Malhotra, Danish (DOT) <Danish.Malhotra2@dot.state.ma.us>
Subject: Re: FR Question

[REDACTED]

I'm off today but Tpr Malhotra is working and is cc'd. He will look into it for you.

Chris

Lieutenant Christopher Boyle #2710
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
[10 Park Plaza, 2nd Floor](https://www.mass.gov/info-details/10-park-plaza-2nd-floor)
[Boston, MA 02116](https://www.mass.gov/info-details/boston-ma-02116)
christopher.p.boyle@dot.state.ma.us
cell: [781-738-7286](tel:781-738-7286)



On Aug 2, 2019, at 12:03 PM, [REDACTED]@pol.state.ma.us> wrote:

Hey Lt -

[REDACTED]
[REDACTED]
[REDACTED]

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

[REDACTED]

[REDACTED]

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

From: [Boyle, Christopher \(DOT\)](#)
To: [REDACTED]
Cc: [Malhotra, Danish \(DOT\)](#)
Subject: Re: FR Question
Date: Friday, August 02, 2019 12:11:32 PM
Attachments: [image.png](#)
[image.png](#)

[REDACTED]

I'm off today but Tpr Malhotra is working and is cc'd. He will look into it for you.

Chris

Lieutenant Christopher Boyle #2710
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](tel:781-738-7286)



On Aug 2, 2019, at 12:03 PM, [REDACTED] [@pol.state.ma.us](mailto:[REDACTED]@pol.state.ma.us)> wrote:

Hey Lt -

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

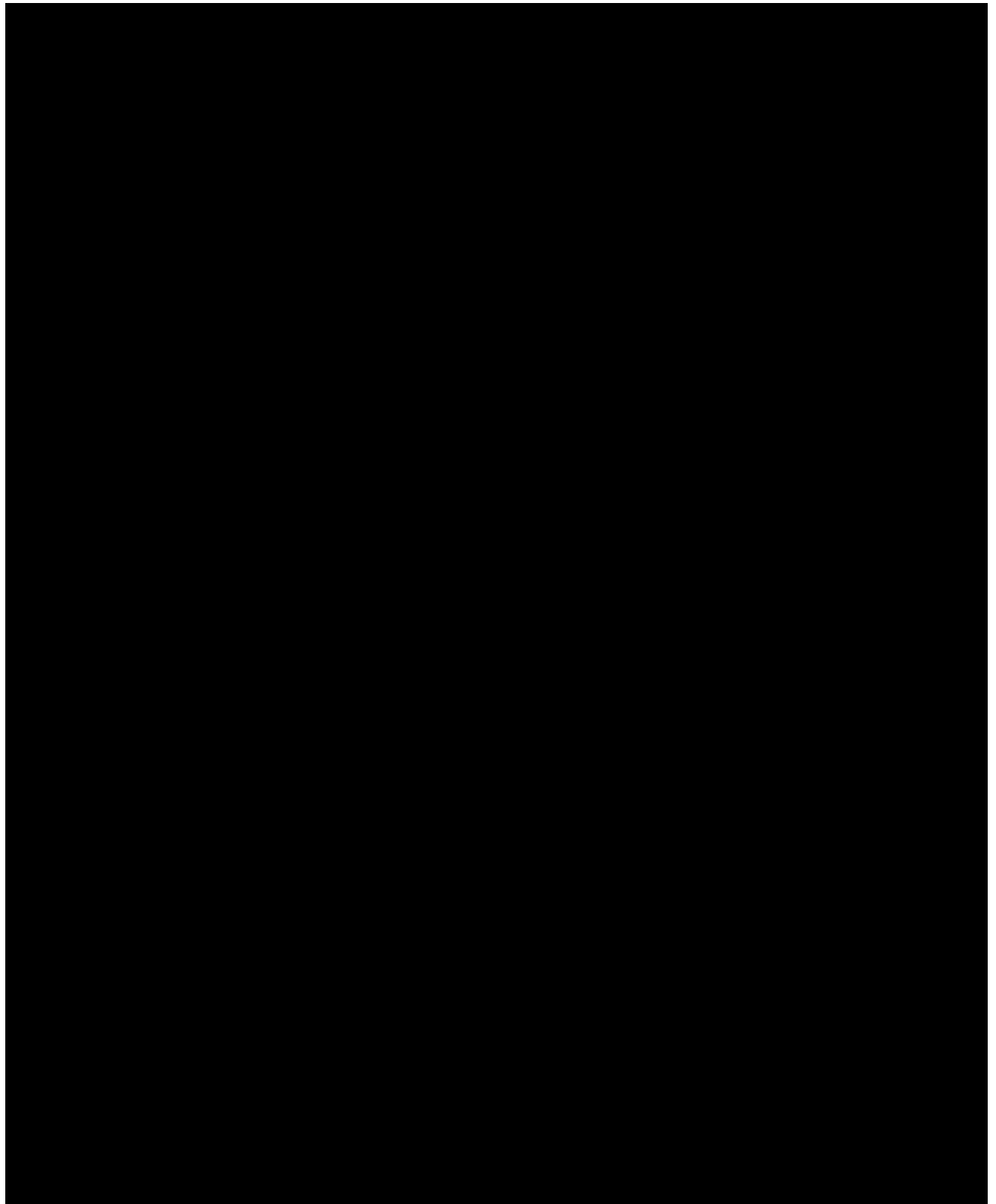
[REDACTED]

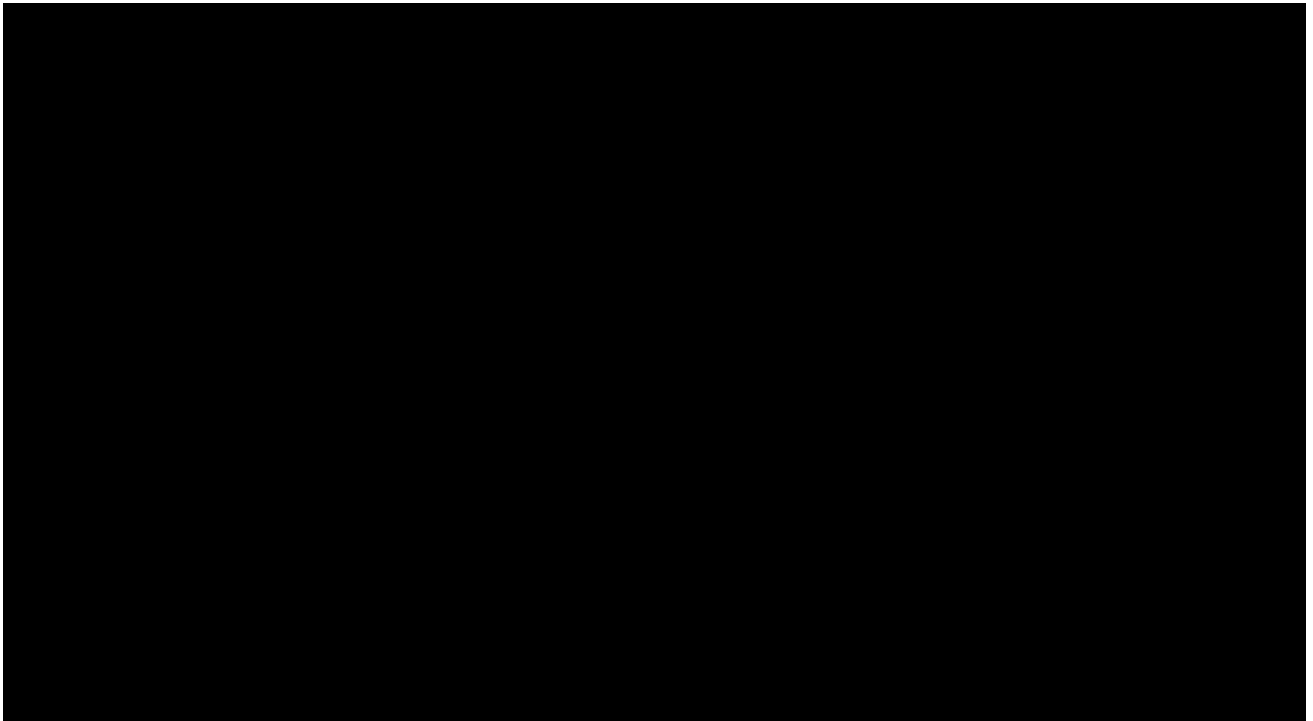
From: [REDACTED]
To: [Boyle, Christopher \(POL\)](#)
Subject: FR Question
Date: Friday, August 02, 2019 12:03:25 PM
Attachments: [image.png](#)
[image.png](#)

Hey Lt -

[REDACTED]

[REDACTED]





From: [Malhotra, Danish \(DOT\)](#)
To: [Gawron, Stephen \(POL\)](#)
Cc: [Range, Scott \(POL\)](#); [Thibault, Amy \(POL\)](#); [Boyle, Christopher \(DOT\)](#)
Subject: Stats 8.3.19
Date: Friday, August 02, 2019 11:51:15 AM
Attachments: [image002.png](#)

Please see weekly stats being forwarded on behalf of LT. Boyle:

Captain,

Weekly FIU stats for week ending 08/03/19:

Arrests: 1

An individual came into the office for a hearing based on a State To State referral. An investigation revealed this party was using fraudulent Puerto Rican documents. When the party arrived for his hearing, he presented these documents to the hearings officer. Upon providing those documents, the party was arrested for 90-24B, providing false documents to the RMV.

The FIU received 1 new State To State referral to be investigated.

The FIU received 2 requests from local, state, and federal agencies for RMV documents in regards to on-going investigations.

The FIU received 2 requests from local, state, and federal agencies for assistance in regards to on-going investigations.

Facial Recognition stats:

Automated Matches: 4899

Data Errors: 44

Criminal Cases: 10

Agency Assists: 0

Respectfully,

Chris

Lieutenant Christopher Boyle #2710
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza, 2nd Floor

Boston, MA 02116

christopher.boyle@mass.gov

cell: 781-738-7286



From: [Boyle, Christopher \(DOT\)](#)
To: [Guarino, Sarah \(DOT\)](#)
Subject: Re: Weekly stats
Date: Friday, August 02, 2019 11:49:37 AM

Thanks Sarah.

Lieutenant Christopher Boyle #2710
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](tel:781-738-7286)



On Aug 2, 2019, at 11:43 AM, Guarino, Sarah (DOT) <Sarah.Guarino@dot.state.ma.us> wrote:

Week 5 stats.

Sarah Guarino
Facial Recognition Analyst (PC1)
Enforcement Services Unit, MassDOT/RMV
Direct: (857)368-8623
Fax: (857)368-0645
Email: sarah.guarino@dot.state.ma.us

<July 2019 Facial Rec Stats.xlsx>

From: [Guarino, Sarah \(DOT\)](#)
To: [Boyle, Christopher \(DOT\)](#); [Malhotra, Danish \(DOT\)](#)
Subject: Weekly stats
Date: Friday, August 02, 2019 11:43:49 AM
Attachments: [July 2019 Facial Rec Stats.xlsx](#)

Week 5 stats.

Sarah Guarino
Facial Recognition Analyst (PC1)
Enforcement Services Unit, MassDOT/RMV
Direct: (857)368-8623
Fax: (857)368-0645
Email: sarah.guarino@dot.state.ma.us

From: [Greene, Joel \(DOT\)](#)
To: [Nordsiek, Stefan \(DOT\)](#)
Subject: FW: NMCIWG: Daily Computer Threat News (Thu, August 1, 2019)
Date: Friday, August 02, 2019 10:58:11 AM
Attachments: [20190801.pdf](#)

From: Thomas, Paul
Sent: Friday, August 2, 2019 10:57:54 AM (UTC-05:00) Eastern Time (US & Canada)
To: issecurity.dl-mtn@imc4.ems.lmco.com
Subject: FW: NMCIWG: Daily Computer Threat News (Thu, August 1, 2019)

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

From: AQ_NMCIWG <AQNMCIWG@FBI.GOV>
Sent: Thursday, August 1, 2019 5:43 PM
Subject: EXTERNAL: NMCIWG: Daily Computer Threat News (Thu, August 1, 2019)

Today's articles

- * A 33-year-old woman who used to work for Amazon is the suspect in the massive Capital One hack - meet Paige Thompson
- * Chrome 76 Patches 43 Vulnerabilities
- * Google Researchers Find Remotely Exploitable Vulnerabilities in iOS
- * Capital One breach: Find out if you were hacked and what you can do
- * U.S. Warns of 5G Wireless Network Security Risks
- * Defense contractors aren't securing sensitive information, watchdog finds
- * U.S. Issues Hacking Security Alert for Small Planes
- * How IoT Opens the Door for Insider Attacks against Industrial Infrastructure
- * Faceapp Poses Potential National Security And Privacy Risks, Experts Say

V/R,

Scott Daughtry, GG-13

Counterintelligence Agent

DTRA/PP-SCA (Security and Counterintelligence) [https://urldefense.proofpoint.com/v2/url?u=https-3A__dtra1_j0xs_PPSCA_ABQCIServices_default.aspx&d=DwIFAg&c=IDF7oMaPKXpkYvev9V-fVahWL0QWnGCCAfcDz1Bns_w&r=8G7g7CvOZHtThAftu5Gb1EsfyUc4Uk3TBff0FVUD0&m=Yk4voboicBsP2bahhEWU54_D5ZeC5uEdca1Ue4l8qo&s=fc5ZSsnlMZV7XRwp7P03EblMLXiwdMCAB4B3GzbZJFA&e=\(DTRA Internal Sharepoint\)](https://urldefense.proofpoint.com/v2/url?u=https-3A__dtra1_j0xs_PPSCA_ABQCIServices_default.aspx&d=DwIFAg&c=IDF7oMaPKXpkYvev9V-fVahWL0QWnGCCAfcDz1Bns_w&r=8G7g7CvOZHtThAftu5Gb1EsfyUc4Uk3TBff0FVUD0&m=Yk4voboicBsP2bahhEWU54_D5ZeC5uEdca1Ue4l8qo&s=fc5ZSsnlMZV7XRwp7P03EblMLXiwdMCAB4B3GzbZJFA&e=(DTRA%20Internal%20Sharepoint))

(Phone) 505-846-2219 / DSN Phone 246-2219

(NIPR) scott.d.daughtry.civ@mail.mil

(SIPR) scott.d.daughtry.civ@mail.smil.mil

From: [REDACTED]
To: [Boyle, Christopher \(DOT\)](mailto:Boyle.Christopher@dot.state.ma.us)
Subject: Re: Identity fraud cases: PR license information
Date: Friday, August 02, 2019 10:34:33 AM

[REDACTED]

[REDACTED]

On Fri, Aug 2, 2019 at 10:30 AM -0400, "Boyle, Christopher (DOT)" <Christopher.P.Boyle@dot.state.ma.us> wrote:

[REDACTED]

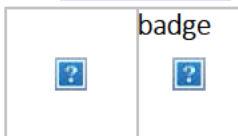
One of my troopers is working on this request right now. We'll see how we make out with PR.

Thanks,

Chris

Lieutenant Christopher Boyle #2710
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](tel:781-738-7286)



On Aug 2, 2019, at 8:33 AM, [REDACTED] <massmail.state.ma.us> wrote:

Chris,

[REDACTED]

[REDACTED]

[REDACTED]

From: Boyle, Christopher (DOT) [<mailto:Christopher.P.Boyle@dot.state.ma.us>]
Sent: Thursday, August 01, 2019 7:50 PM
To: [REDACTED]
Subject: Re: Identity fraud cases: PR license information

[REDACTED]

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Could you also give me your subjects info please?

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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](tel:781-738-7286)



On Aug 1, 2019, at 3:52 PM, [REDACTED]
[REDACTED] massmail.state.ma.us> wrote:

Good afternoon Lieutenant Boyle,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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From: [Boyle, Christopher \(DOT\)](#)
To: [REDACTED]
Subject: Re: Identity fraud cases: PR license information
Date: Friday, August 02, 2019 10:30:15 AM

[REDACTED]

One of my troopers is working on this request right now. We'll see how we make out with PR.

Thanks,

Chris

Lieutenant Christopher Boyle #2710
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](tel:781-738-7286)



On Aug 2, 2019, at 8:33 AM, [REDACTED]
[REDACTED] [@massmail.state.ma.us](mailto:[REDACTED]@massmail.state.ma.us) wrote:

Chris,

[REDACTED]

[REDACTED]

[REDACTED]

56 Federal Street

[REDACTED]

From: Boyle, Christopher (DOT) [<mailto:Christopher.P.Boyle@dot.state.ma.us>]

Sent: Thursday, August 01, 2019 7:50 PM

To: [REDACTED]

Subject: Re: Identity fraud cases: PR license information

[REDACTED]

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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From: Christopher.P.Boyle@dot.state.ma.us
To: [REDACTED]
Subject: Re: Identity fraud cases: PR license information
Date: Friday, August 02, 2019 10:30:15 AM

[REDACTED]

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cell: [781-738-7286](tel:781-738-7286)



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Chris,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: Boyle, Christopher (DOT) [<mailto:Christopher.P.Boyle@dot.state.ma.us>]

Sent: Thursday, August 01, 2019 7:50 PM

To: [REDACTED]

Subject: Re: Identity fraud cases: PR license information

[REDACTED]

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[Boston, MA 02116](#)
christopher.p.boyle@dot.state.ma.us
cell: [781-738-7286](tel:781-738-7286)



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Good afternoon Lieutenant Boyle,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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From: [Boyle, Christopher \(DOT\)](#)
To: [Malhotra, Danish \(DOT\)](#)
Subject: Fwd: Identity fraud cases: PR license information
Date: Friday, August 02, 2019 10:28:33 AM

Lieutenant Christopher Boyle #2710
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](tel:781-738-7286)



Begin forwarded message:

From: "[REDACTED]" <[\[REDACTED\]@MassMail.State.MA.US](mailto:[REDACTED]@MassMail.State.MA.US)>
Date: August 2, 2019 at 8:33:07 AM EDT
To: "Boyle, Christopher (DOT)" <christopher.p.boyle@state.ma.us>
Subject: RE: Identity fraud cases: PR license information

Chris,

[REDACTED]

[REDACTED]

[REDACTED]

From: Boyle, Christopher (DOT) [<mailto:Christopher.P.Boyle@dot.state.ma.us>]
Sent: Thursday, August 01, 2019 7:50 PM
To: [REDACTED]
Subject: Re: Identity fraud cases: PR license information

[REDACTED]

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[REDACTED] [@massmail.state.ma.us](mailto:[REDACTED]@massmail.state.ma.us)> wrote:

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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From: Christopher.P.Boyle@dot.state.ma.us
To: [Malhotra, Danish \(DOT\)](mailto:Malhotra.Danish(DOT))
Subject: Fwd: Identity fraud cases: PR license information
Date: Friday, August 02, 2019 10:28:31 AM

Lieutenant Christopher Boyle #2710
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](tel:781-738-7286)



Begin forwarded message:

From: "[REDACTED]" <[\[REDACTED\]@MassMail.State.MA.US](mailto:[REDACTED]@MassMail.State.MA.US)>
Date: August 2, 2019 at 8:33:07 AM EDT
To: "Boyle, Christopher (DOT)" <christopher.p.boyle@state.ma.us>
Subject: RE: Identity fraud cases: PR license information

Chris,

[REDACTED]

[REDACTED]

[REDACTED]

From: Boyle, Christopher (DOT) [<mailto:Christopher.P.Boyle@dot.state.ma.us>]
Sent: Thursday, August 01, 2019 7:50 PM
To: [REDACTED]
Subject: Re: Identity fraud cases: PR license information

[REDACTED]

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Division of Homeland Security and Preparedness
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[10 Park Plaza, 2nd Floor](#)
[Boston, MA 02116](#)
christopher.p.boyle@dot.state.ma.us
cell: [781-738-7286](tel:781-738-7286)



On Aug 1, 2019, at 3:52 PM, [REDACTED]
[REDACTED] [@massmail.state.ma.us](mailto:[REDACTED]@massmail.state.ma.us)> wrote:

Good afternoon Lieutenant Boyle,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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From: [John, Samuel \(DOT\)](#)
To: [Prathipati, Bala \(DOT\)](#); [Hunter, David \(DOT\)](#)
Cc: [Kovac, James \(DOT\)](#); [Krasinskas, David \(DOT\)](#); [Wood, Matthew \(DOT\)](#)
Subject: RE: FileNet & Datacap Runbook
Date: Friday, August 02, 2019 9:00:41 AM
Attachments: [FileNet Datacap Runbook.docx](#)
[MassDOT Recovery Capability Document and Criticality Tiers_vF.xlsx](#)

Hi Bala,

I have reviewed. First off thank you for working on this, I know pulling documentation together can be tedious. Listed below if my feedback, feel free to leverage the rest of the team on how best to make the changes. The runbook looks great, I think we are almost there.

- Page 4, :please add another row for Application Support, David Krasinskas, his email, desk phone, role “tertiary support”
- Page 5, :please update row for DOT, phone please change it to my desk phone at “857-368-9820”
- Page 12, :conceptual data flow I was think this section would represent the “good behavior” of a successful transaction. Now from a support perspective do you think we need this? If we don’t than leaving it as “NA” works as we have the network diagram. I will defer to you and the team to decide on this. If having it will improve our ability to resolve issues then include it, if it has no impact to our resolution time then feel free to leave it out.
- Page 15, : Scenario 1, #2 please change to Applications-Operations-MassDOT (assignment group in ServiceNOW), and Assigned to: 1st Bala, 2nd Jim, or 3rd Dave K. Doing it this way it will eliminate a single point of failure as all three of you will get an email regarding the incident. It also forces the other teams to follow the process rather than making a relationship based decision.
- Page 15, : Scenario 2, #2 How does the Service Desk check to see if the end user recently was granted access? We need to spell it out as if they don’t know how to check it.
- Page 15, : Scenario 2, #3 please change to Applications-Operations-MassDOT (assignment group in ServiceNOW), and Assigned to: 1st Bala, 2nd Jim, or 3rd Dave K. Doing it this way it will eliminate a single point of failure as all three of you will get an email regarding the incident. It also forces the other teams to follow the process rather than making a relationship based decision.
- Page 16, : Scenario 3, # 3 please change to Applications-Operations-MassDOT (assignment group in ServiceNOW), and Assigned to: 1st Bala, 2nd Jim, or 3rd Dave K. Doing it this way it will eliminate a single point of failure as all three of you will get an email regarding the incident. It also forces the other teams to follow the process rather than making a relationship based decision.
- Page 16, : Backup Schedule/ RTO/RPO/ DR, look at the attached excel sheet, tab “commonwealth applications, DCU Datacap Navigator has the RTO and RPO. If you have questions on this let me know.
- Page 17, : Restore, does IBM or EOTSS have this information?
- Page 17, : Maintenance Schedule, if these are MassDOT owned and maintained servers can

we get this information from the Service team? Or is it EOTSS? Please update and include

- Page 18, : Column “Actions based on Expected Result” for rows “Content navigator login, Datacap navigator login, access content navigator and datacap navigator pages” please change this to be transfer to ticket to Applications-Operations-MassDOT assignment group, so a ticket can be open with EOTSS/IBM
- Page 19, : Monitoring Alerts can you list the DLs in addition to the people receive these alerts go to? For example Server Team, App Ops etc....
- Page 19, : List of Error Messages, How can we get this? Is it possible to do this in the test environment or pull them from IBM? Or pull them from the Monitoring and Alerts section above?

Feel free to stop by my office or call me if you have questions.

Kind Regards,

Samuel John Jr.

Director of Applications Operations

MassDOT Technology Division

Email: Samuel.John@dot.state.ma.us Mobile: 857-332-7281 Office: 857-368-9820

10 Park Plaza, Suite 8451 Boston, MA 02116



“Speed of change is the driving force; Leading change competently is the only answer.” –John Kotter

From: Prathipati, Bala (DOT)

Sent: Thursday, August 1, 2019 10:07 AM

To: John, Samuel (DOT) <Samuel.John@dot.state.ma.us>; Hunter, David (DOT) <David.Hunter@dot.state.ma.us>

Cc: Kovac, James (DOT) <James.Kovac@dot.state.ma.us>; Krasinskas, David (DOT) <David.Krasinskas@dot.state.ma.us>

Subject: FileNet & Datacap Runbook

Sam,

Please see attached run book for FileNet/Datacap applications. I am waiting on Mike Syversen to send me details regarding support agreements section. I was also unsure about Conceptual data flow section. Most of the details for that are already included in architecture overview.

Thanks,

Bala.

From: [REDACTED]
To: ["Boyle, Christopher \(DOT\)"](mailto:Christopher.P.Boyle@dot.state.ma.us)
Subject: RE: Identity fraud cases: PR license information
Date: Friday, August 02, 2019 8:33:13 AM

Chris,

[REDACTED]

[REDACTED]

[REDACTED]

From: Boyle, Christopher (DOT) [mailto:Christopher.P.Boyle@dot.state.ma.us]
Sent: Thursday, August 01, 2019 7:50 PM
To: [REDACTED]
Subject: Re: Identity fraud cases: PR license information

[REDACTED]

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Thanks,

Chris

Lieutenant Christopher Boyle #2710

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](tel:781-738-7286)



On Aug 1, 2019, at 3:52 PM, [REDACTED] massmail.state.ma.us>
wrote:

Good afternoon Lieutenant Boyle,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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From: [Walker, Stephen \(DOT\)](#)
To: [REDACTED]
Cc: [MSP-DL - Facial Rec ES](#)
Subject: Re: [REDACTED]
Date: Thursday, August 01, 2019 11:39:53 PM

[REDACTED]

I am sorry but we would not be able to use that photo for a facial recognition search. I wish we could help. If you find anymore please do not hesitate to reach out to us.

Respectfully,

Detective Stephen Walker #2033
Massachusetts State Police
Fraud Identification Unit
Criminal Information and Intelligence Section
Division of Homeland Security Preparedness
[Ten Park Plaza](#)
[Boston, MA. 02116](#)
Office: [1-857-368-8626](#)
Cell: [1-857-600-6836](#)
Fax: [1-857-368-0645](#)
Fax2: [1-857-368-0649](#)
Stephen.Walker@DOT.state.ma.us

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Sent from my iPhone

On Aug 1, 2019, at 8:36 PM, [REDACTED] [@mpdmilton.org](mailto:[REDACTED]@mpdmilton.org)> wrote:

Good Evening,

I think I know the answer to this but I figured I'd ask anyway.

Attached is a partial face of our suspect. Is there enough here for facial rec?

Thanks,

[Redacted]

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

[Redacted]

From: [Boyle, Christopher \(DOT\)](#)
To: [REDACTED]
Subject: Re: Identity fraud cases: PR license information
Date: Thursday, August 01, 2019 7:50:11 PM

[REDACTED]

I will do my best. I'm not exactly sure that the PR "certifies" anything from the RMV. We submit all of our requests through the PR Fusion Center and they come back on their letterhead. At a minimum, we can give that a try.

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Chris

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[10 Park Plaza, 2nd Floor](#)
[Boston, MA 02116](#)
christopher.p.boyle@dot.state.ma.us
cell: [781-738-7286](tel:781-738-7286)



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[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: Christopher.P.Boyle@dot.state.ma.us
To: [REDACTED]
Subject: Re: Identity fraud cases: PR license information
Date: Thursday, August 01, 2019 7:50:10 PM

[REDACTED]

I will do my best. I'm not exactly sure that the PR "certifies" anything from the RMV. We submit all of our requests through the PR Fusion Center and they come back on their letterhead. At a minimum, we can give that a try.

I will call PR tomorrow and see if they can do any better than that.

Did your subject have a MA license? We can get you all of the MA records certified. Even if was just a MA ID.

Could you also give me your subjects info please?

Thanks,

Chris

Lieutenant Christopher Boyle #2710
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](tel:781-738-7286)



On Aug 1, 2019, at 3:52 PM, [REDACTED]
[REDACTED] [@massmail.state.ma.us](mailto:[REDACTED]@massmail.state.ma.us) wrote:

Good afternoon Lieutenant Boyle,

[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: [Greene, Joel \(DOT\)](#)
To: [Nordsiek, Stefan \(DOT\)](#)
Subject: FW: US Attorney's Cyber Weekly Thursday 1 AUG 2019
Date: Thursday, August 01, 2019 5:33:40 PM
Attachments: [Cyber Weekly Summary 1 AUG 2019.doc](#)

From: Thomas, Paul
Sent: Thursday, August 1, 2019 5:33:08 PM (UTC-05:00) Eastern Time (US & Canada)
To: issecurity.dl-mtn@imc4.ems.lmco.com
Subject: FW: US Attorney's Cyber Weekly Thursday 1 AUG 2019

From: Pires, Brian (USARI) <Brian.Pires@usdoj.gov>
Sent: Thursday, August 1, 2019 4:32 PM
To: Weisman, Aaron (USARI) <Aaron.Weisman@usdoj.gov>; Myrus, Richard (USARI) <Richard.Myrus@usdoj.gov>; Hebert, Sandra (USARI) <Sandra.Hebert@usdoj.gov>; Daly, Paul (USARI) 2 <Paul.Daly@usdoj.gov>; Donnelly, Terrence (USARI) <Terrence.Donnelly@usdoj.gov>
Subject: EXTERNAL: US Attorney's Cyber Weekly Thursday 1 AUG 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 Attorney's ATAC
District of Rhode Island
(401) 714-4284

From: [Malhotra, Danish \(DOT\)](#)
To: [Walker, Stephen \(DOT\)](#); [Boyle, Christopher \(DOT\)](#)
Subject: [REDACTED]
Date: Thursday, August 01, 2019 4:46:19 PM
Attachments: [Case](#) [REDACTED]

Here is the final edit of the main report. Please let me know if anything needs to be changed.

Respectfully Submitted,

***Tpr. Danny Malhotra #3642
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza 2nd Floor
Boston, MA 02116
danish.malhotra2@dot.state.ma.us
Office: (857) 368-9500
Desk: (857) 368-8622
Cell: (857)-324-0411
Fax: (857) 368-0649***

From: [Spriggs, Nicole \(DOT\)](#)
To: [Spriggs, Nicole \(DOT\)](#)
Subject: FW: AAMVA Fraud Awareness Call Meeting Notes from the July 31 Meeting and September 4 Meeting Invitation
Date: Thursday, August 01, 2019 4:29:49 PM
Attachments: [AAMVA Fraud Awareness Call Notes July 31, 2019.pdf](#)
[TxDMV_Webinar_HHG_PP\(003\).pdf](#)

From: Steier, Paul [mailto:PSteier@aamva.org]
Sent: Thursday, August 1, 2019 2:58 PM
Subject: AAMVA Fraud Awareness Call Meeting Notes from the July 31 Meeting and September 4 Meeting Invitation

Hello:

Attached are the meeting notes from the July 31 fraud awareness call along with presentation information. Thanks to everyone who participated.

Our next fraud awareness call is scheduled for *Wednesday September 4 @ 12:00 pm CST*. This will continue to be in a webinar format and the meeting registration details are listed below. **You must register for the call to obtain calling instructions.**

Let me know if you want additional staff invited or would like to share information on a future call.

Please register for AAMVA Fraud Awareness Call on September 04, 2019 12:00 PM CST at:

<https://attendee.gotowebinar.com/register/7179010884673318659>

Products and services offered by AAMVA members are vulnerable to fraud attacks from many different sources. Being vigilant and aware of fraud trends and sharing information and insight with fellow members is important to maintaining a strong fraud deterrence and detection program. The monthly fraud awareness call allows members an opportunity to share information related to fraud occurring within their jurisdiction, provides resources and tools to bolster their fraud prevention programs, and allows for collaboration among jurisdictions and federal partners.

This webinar is intended for law enforcement officers, DMV investigators, jurisdiction administrators, and jurisdiction staff who develop and implement fraud deterrence and prevention programs.

After registering, you will receive a confirmation email containing information about joining the webinar.

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Paul Steier | Law Enforcement Program Manager | AAMVA | 703.270.8932 | psteier@aamva.org
| 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: [REDACTED]
To: [Boyle, Christopher \(POL\)](#)
Subject: Identity fraud cases: PR license information
Date: Thursday, August 01, 2019 3:52:02 PM

Good afternoon Lieutenant Boyle,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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From: [Massachusetts State Police Records Management System](#)
To: [Boyle, Christopher \(POL\)](#)
Subject: ACISS Alert: INVESTIGATIVE REPORT Report awaiting approval!
Date: Thursday, August 01, 2019 3:17:32 PM
Attachments: [CaseReport_2019-134-39.pdf](#)

From: ACISS (Massachusetts State Police)
Report 2019-134-39 (INVESTIGATIVE REPORT) was just sent for your approval.

From: [Steier, Paul](#)
Subject: AAMVA Fraud Awareness Call Meeting Notes from the July 31 Meeting and September 4 Meeting Invitation
Date: Thursday, August 01, 2019 2:58:30 PM
Attachments: [AAMVA Fraud Awareness Call Notes July 31, 2019.pdf](#)
[TxDMV_Webinar_HHG_PP \(003\).pdf](#)

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**Paul Steier | Law Enforcement Program Manager | AAMVA | 703.270.8932 | psteier@aamva.org
| 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: [redacted]
To: [redacted]
Subject: [redacted]
Date: [redacted]

Dear,

Please look into this.

[redacted]

Thanks,

CS is

From: Commonwealth Fee on Case (FOS)

Sent: Thursday, August 1, 2019 1:58 PM

To: [redacted]

Subject: [redacted]

Good Afternoon,

Reference SharePoint Activity Log [redacted]

Please see below attached SE. Per all brought on request subject to by Massachusetts State Pol. [redacted]

Respectfully

[redacted]

CONFIDENTIALITY NOTICE: This is a confidential and/or privileged communication. If you are not the named addressee, you should not disseminate, distribute or copy this e-mail. If you have received this e-mail by mistake, please notify the sender immediately by e-mail if you have not done so already. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. If you are not the named addressee you should not disseminate, distribute or copy this e-mail.

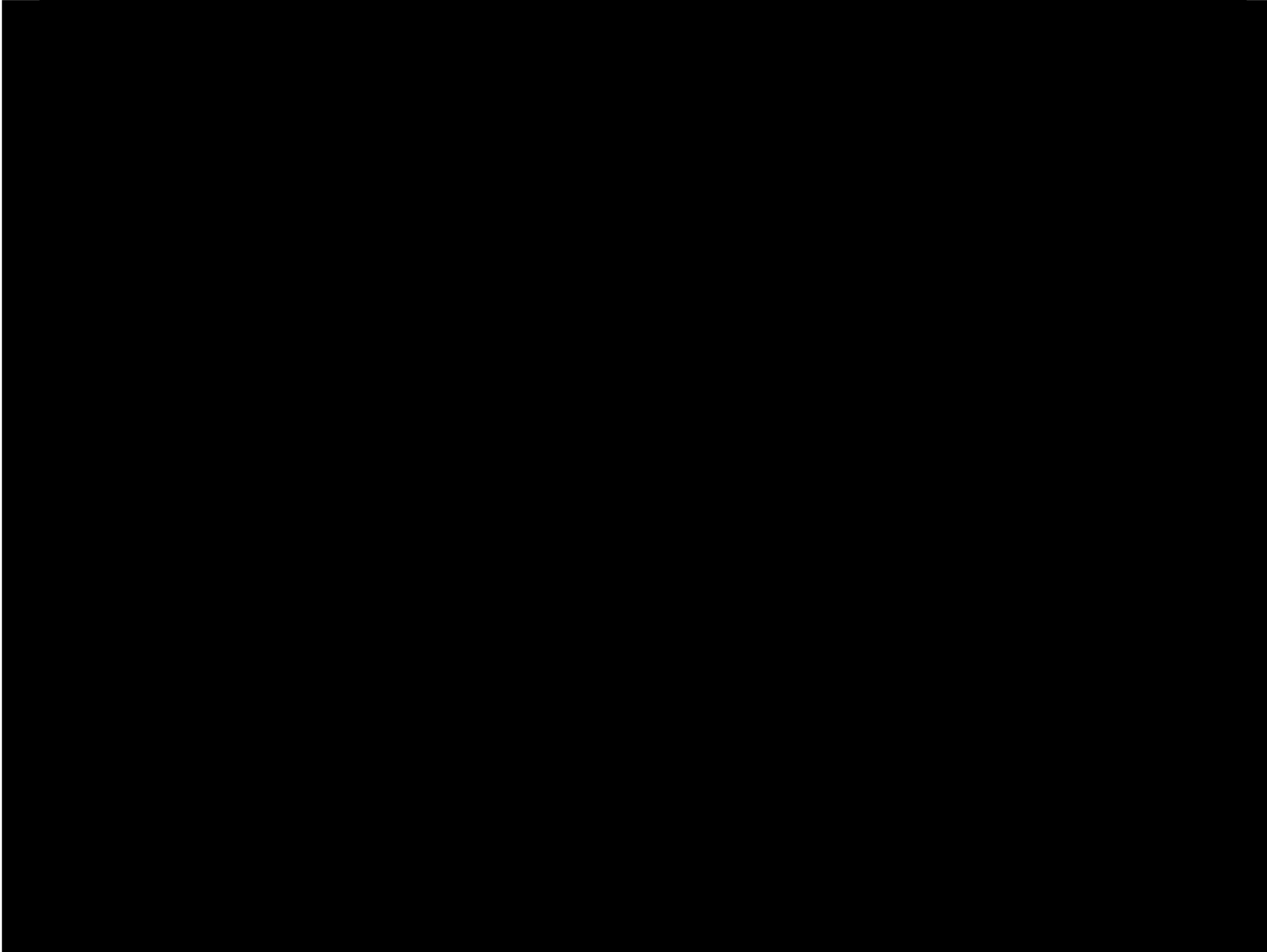
From: [redacted]

Sent: Thursday, August 1, 2019 1:58 PM

To: [redacted]

Subject: [redacted]

Good Afternoon could you please a report for all on its subject for the [redacted] of SFD. Thank you. Ty [redacted]



From: [Commonwealth Fusion Center \(POL\)](#)
To: [REDACTED]
Subject: Possible ID Fraud
Date: Thursday, August 01, 2019 1:19:10 PM
Attachments: [REDACTED]

Good Afternoon,

Reference SharePoint Activity Log #: 2 [REDACTED]

[REDACTED]

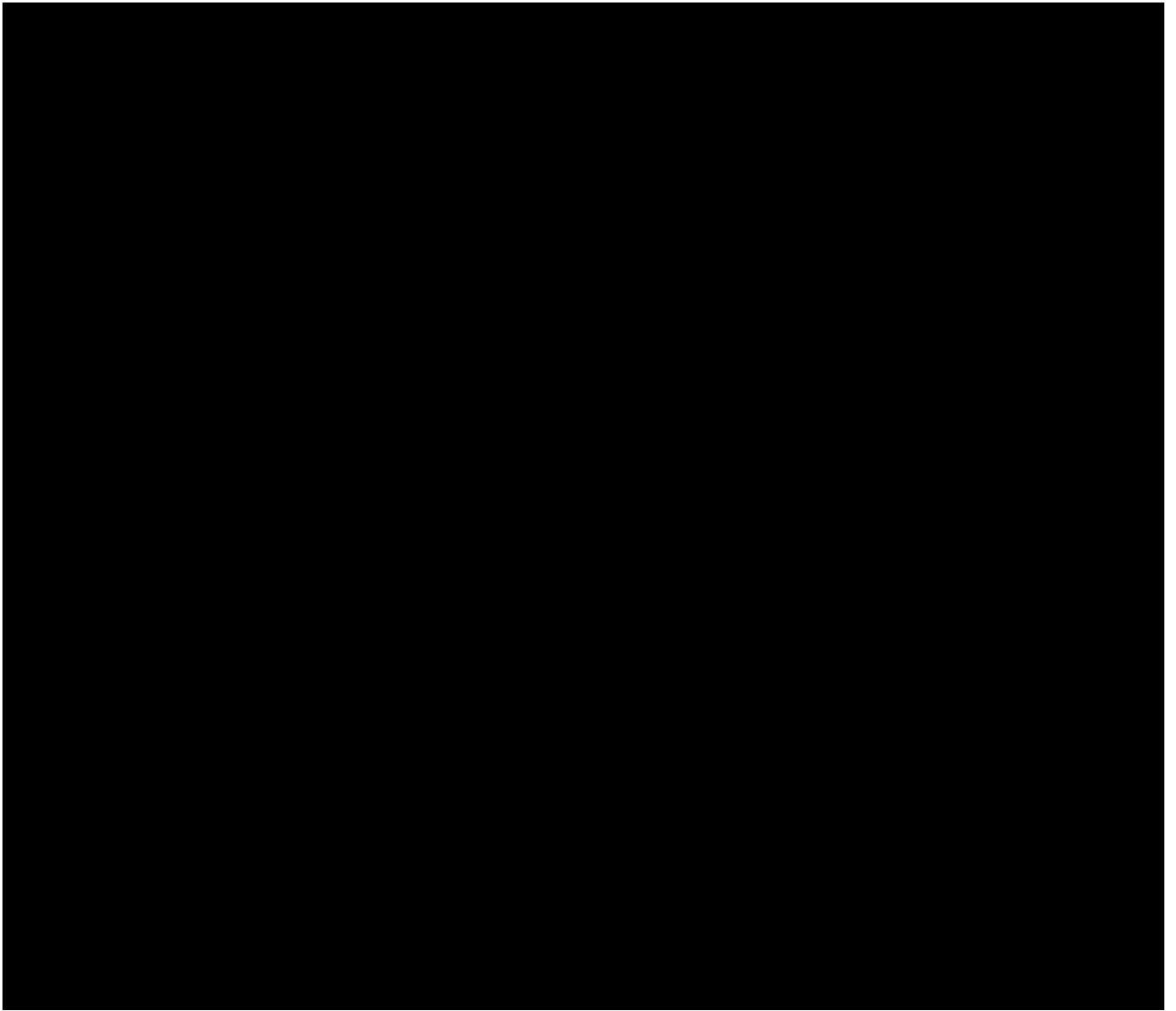
Respectfully,

[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]@pol.state.ma.us>
Sent: Thursday, August 1, 2019 12:30 PM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Cc: [REDACTED]@pd.boston.gov>
Subject: Facial rec request [REDACTED]

Good afternoon could you please attempt facial rec on this subject for Det. [REDACTED]. Thank you. Tpr. [REDACTED]



From: [Boyle, Christopher \(DOT\)](#)
To: [REDACTED]
Subject: FW: Identity Fraud Prosecution - Request for Certified RMV Application
Date: Thursday, August 01, 2019 1:08:00 PM
Attachments: [image001.png](#)

[REDACTED]

Can you please work on collecting these documents?

From a quick look, it looks like she is looking for:

[REDACTED]
[REDACTED]
[REDACTED]

Thanks,

Chris

From: Ariely, Michael (DOT)
Sent: Thursday, August 1, 2019 10:07 AM
To: [REDACTED]
[REDACTED]
Cc: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Subject: RE: Identity Fraud Prosecution - Request for Certified RMV Application
Importance: High

Hi [REDACTED],

Thank you for your email. I am including LT Christopher Boyle in my response. He heads up the MA State Police Fraud ID unit and based on the information that you provided I believe his unit would be a better avenue for your request.

Thank you for reaching out.

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



From: [REDACTED]@MassMail.State.MA.US]
Sent: Wednesday, July 31, 2019 5:00 PM
To: 'Michael.Ariely@dot.state.ma.us'
Subject: Identity Fraud Prosecution - Request for Certified RMV Application

Good afternoon:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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From: [Boyle, Christopher \(DOT\)](#)
To: [Malhotra, Danish \(DOT\)](#)
Subject: Stats 8.3.19
Date: Thursday, August 01, 2019 1:02:00 PM
Attachments: [image002.png](#)

Captain,

Weekly FIU stats for week ending 08/03/19:

Arrests: 1

An individual came into the office for a hearing based on a State To State referral. An investigation revealed this party was using fraudulent Puerto Rican documents. When the party arrived for his hearing, he presented these documents to the hearings officer. Upon providing those documents, the party was arrested for 90-24B, providing false documents to the RMV.

The FIU received 1 new State To State referral to be investigated.

The FIU received 2 requests from local, state, and federal agencies for RMV documents in regards to on-going investigations.

The FIU received 2 requests from local, state, and federal agencies for assistance in regards to on-going investigations.

Facial Recognition stats:

Automated Matches:

Data Errors:

Criminal Cases:

Agency Assists:

Respectfully,

Chris

Lieutenant Christopher Boyle #2710
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza, 2nd Floor
Boston, MA 02116
christopher.boyle@mass.gov
cell: 781-738-7286



From: [Kulick, David \(DOT\)](#)
To: [Silva, Elizabeth \(DOT\)](#); [Ball, Dawn \(DOT\)](#)
Subject: RE: An approval reply has failed to be processed by our system
Date: Thursday, August 01, 2019 11:16:49 AM
Attachments: [image002.png](#)

Thanks!

The staff member in this REQ used to be a clerk in a service center before she moved into Enforcement...she has no P drive?? I thought everyone got a P drive for personal files??



<https://massdot.service-now.com/>

David Kulick PLS

MassDOT IT Service Desk - District 5, Taunton

Service Desk: 857-DOT-HELP (368-4357)

Phone: 508-884-4246

Cell Phone: 617-279-7022

Email: [\(DOTServiceDesk@dot.state.ma.us\)](mailto:DOTServiceDesk@dot.state.ma.us)

For news and updates: www.mass.gov/blog/transportation; Twitter at www.twitter.com/massdot.

From: Silva, Elizabeth (DOT) <Elizabeth.Silva@dot.state.ma.us>

Sent: Thursday, August 1, 2019 11:15 AM

To: Kulick, David (DOT) <David.Kulick@dot.state.ma.us>; Ball, Dawn (DOT) <Dawn.Ball@dot.state.ma.us>

Subject: RE: An approval reply has failed to be processed by our system

I will approve now to get it pushed through.

Thank you for following up. Hopefully ServiceNow support can help with the larger issue.

From: Kulick, David (DOT)

Sent: Thursday, August 1, 2019 11:13 AM

To: Ball, Dawn (DOT) <Dawn.Ball@dot.state.ma.us>; Silva, Elizabeth (DOT) <Elizabeth.Silva@dot.state.ma.us>

Subject: FW: An approval reply has failed to be processed by our system

Dawn/Liz,

I just remoted into Michaels PC and when he clicks link in email to approve he get's email popup to click send and does so but then get's the error message in thread below. I opened ticket with ServiceNow support for him but he still has a user who needs a P:/ drive as she needs to be able to copy photos into Facial Recognition app.

Can one of you either approve or assist?

Thanks,

Dave

Req for his staff is:

REQ0033535



<https://massdot.service-now.com/>

David Kulick PLS

MassDOT IT Service Desk - District 5, Taunton

Service Desk: 857-DOT-HELP (368-4357)

Phone: 508-884-4246

Cell Phone: 617-279-7022

Email: DOTServiceDesk@dot.state.ma.us

For news and updates: www.mass.gov/blog/transportation; Twitter at www.twitter.com/massdot.

From: Kulick, David (DOT)

Sent: Thursday, August 1, 2019 8:50 AM

To: Ariely, Michael (DOT) <Michael.Ariely@dot.state.ma.us>

Cc: Ball, Dawn (DOT) <Dawn.Ball@dot.state.ma.us>

Subject: RE: An approval reply has failed to be processed by our system

Michael,

I just tried calling but your voice mailbox is full and not accepting any more messages...please give me a call before Noon today at 508.884.4246 and I'll try to assist you.

Thanks,

Dave



<https://massdot.service-now.com/>

David Kulick PLS

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From: Ariely, Michael (DOT) <Michael.Ariely@dot.state.ma.us>

Sent: Wednesday, July 31, 2019 5:00 PM

To: Kulick, David (DOT) <David.Kulick@dot.state.ma.us>

Subject: RE: An approval reply has failed to be processed by our system

Hi Dave, I tried both on the Web and through outlook. It fails to approve after I click approve and Send in new window.

From: Kulick, David (DOT)

Sent: Wednesday, July 31, 2019 3:48 PM

To: Ariely, Michael (DOT)

Subject: RE: An approval reply has failed to be processed by our system

Michael,

Are you using Internet Explorer? What is your default browser? You need to use IE if possible. If you can provide me with your tag number on PC I can assist.

Thanks,

Dave



<https://massdot.service-now.com/>

David Kulick PLS

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From: Ariely, Michael (DOT) <Michael.Ariely@dot.state.ma.us>

Sent: Wednesday, July 31, 2019 2:46 PM

To: Kulick, David (DOT) <David.Kulick@dot.state.ma.us>

Subject: FW: An approval reply has failed to be processed by our system

Importance: High

Hi David,

As you can tell, I am not being successful at approving this request for some reason.

Sarah still cannot go into the P drive.

Thank you,

Mike

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



From: Service Management [<mailto:massdot@service-now.com>]

Sent: Wednesday, July 31, 2019 2:26 PM

To: Ariely, Michael (DOT)

Subject: An approval reply has failed to be processed by our system

The approval for "REQ0033535" failed because the approval response email was not sent by the approver. The Approver is Michael Ariely with email address Michael.Ariely@dot.state.ma.us.

[Unsubscribe](#) | [Notification Preferences](#)

Ref:MSG2008451

From: [Silva, Elizabeth \(DOT\)](#)
To: [Kulick, David \(DOT\)](#); [Ball, Dawn \(DOT\)](#)
Subject: RE: An approval reply has failed to be processed by our system
Date: Thursday, August 01, 2019 11:16:00 AM
Attachments: [image002.png](#)

Done

TASK0044665

Thanks 😊

From: Silva, Elizabeth (DOT)
Sent: Thursday, August 1, 2019 11:15 AM
To: Kulick, David (DOT) <David.Kulick@dot.state.ma.us>; Ball, Dawn (DOT) <Dawn.Ball@dot.state.ma.us>
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I will approve now to get it pushed through.

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Dave

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REQ0033535



<https://massdot.service-now.com/>

David Kulick PLS

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For news and updates: www.mass.gov/blog/transportation; Twitter at www.twitter.com/massdot.

From: Kulick, David (DOT)

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[Unsubscribe](#) | [Notification Preferences](#)

Ref:MSG2008451

From: [Silva, Elizabeth \(DOT\)](#)
To: [Kulick, David \(DOT\)](#); [Ball, Dawn \(DOT\)](#)
Subject: RE: An approval reply has failed to be processed by our system
Date: Thursday, August 01, 2019 11:14:00 AM
Attachments: [image002.png](#)

I will approve now to get it pushed through.

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Sent: Thursday, August 1, 2019 11:13 AM
To: Ball, Dawn (DOT) <Dawn.Ball@dot.state.ma.us>; Silva, Elizabeth (DOT) <Elizabeth.Silva@dot.state.ma.us>
Subject: FW: An approval reply has failed to be processed by our system

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Cc: Ball, Dawn (DOT) <Dawn.Ball@dot.state.ma.us>

Subject: RE: An approval reply has failed to be processed by our system

Michael,

I just tried calling but your voice mailbox is full and not accepting any more messages...please give me a call before Noon today at 508.884.4246 and I'll try to assist you.

Thanks,

Dave



<https://massdot.service-now.com/>

David Kulick PLS

MassDOT IT Service Desk - District 5, Taunton

Service Desk: 857-DOT-HELP (368-4357)

Phone: 508-884-4246

Cell Phone: 617-279-7022

Email: (DOTServiceDesk@dot.state.ma.us)

For news and updates: www.mass.gov/blog/transportation; Twitter at www.twitter.com/massdot.

From: Ariely, Michael (DOT) <Michael.Ariely@dot.state.ma.us>

Sent: Wednesday, July 31, 2019 5:00 PM

To: Kulick, David (DOT) <David.Kulick@dot.state.ma.us>

Subject: RE: An approval reply has failed to be processed by our system

Hi Dave, I tried both on the Web and through outlook. It fails to approve after I click approve and Send in new window.

From: Kulick, David (DOT)
Sent: Wednesday, July 31, 2019 3:48 PM
To: Ariely, Michael (DOT)
Subject: RE: An approval reply has failed to be processed by our system

Michael,

Are you using Internet Explorer? What is your default browser? You need to use IE if possible. If you can provide me with your tag number on PC I can assist.

Thanks,

Dave



<https://massdot.service-now.com/>

David Kulick PLS

MassDOT IT Service Desk - District 5, Taunton

Service Desk: 857-DOT-HELP (368-4357)

Phone: 508-884-4246

Cell Phone: 617-279-7022

Email: (DOTServiceDesk@dot.state.ma.us)

For news and updates: www.mass.gov/blog/transportation; Twitter at www.twitter.com/massdot.

From: Ariely, Michael (DOT) <Michael.Ariely@dot.state.ma.us>
Sent: Wednesday, July 31, 2019 2:46 PM
To: Kulick, David (DOT) <David.Kulick@dot.state.ma.us>
Subject: FW: An approval reply has failed to be processed by our system
Importance: High

Hi David,

As you can tell, I am not being successful at approving this request for some reason.

Sarah still cannot go into the P drive.

Thank you,

Mike

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



From: Service Management [<mailto:massdot@service-now.com>]
Sent: Wednesday, July 31, 2019 2:26 PM
To: Ariely, Michael (DOT)
Subject: An approval reply has failed to be processed by our system

The approval for "REQ0033535" failed because the approval response email was not sent by the approver. The Approver is Michael Ariely with email address Michael.Ariely@dot.state.ma.us.

[Unsubscribe](#) | [Notification Preferences](#)

Ref:MSG2008451

From: [Kulick, David \(DOT\)](#)
To: [Ball, Dawn \(DOT\)](#); [Silva, Elizabeth \(DOT\)](#)
Subject: FW: An approval reply has failed to be processed by our system
Date: Thursday, August 01, 2019 11:12:51 AM
Attachments: [image002.png](#)

Dawn/Liz,

I just remoted into Michaels PC and when he clicks link in email to approve he get's email popup to click send and does so but then get's the error message in thread below. I opened ticket with ServiceNow support for him but he still has a user who needs a P:/ drive as she needs to be able to copy photos into Facial Recognition app.

Can one of you either approve or assist?

Thanks,

Dave

Req for his staff is:

REQ0033535



<https://massdot.service-now.com/>

David Kulick PLS

MassDOT IT Service Desk - District 5, Taunton

Service Desk: 857-DOT-HELP (368-4357)

Phone: 508-884-4246

Cell Phone: 617-279-7022

Email: (DOTServiceDesk@dot.state.ma.us)

For news and updates: www.mass.gov/blog/transportation; Twitter at www.twitter.com/massdot.

From: Kulick, David (DOT)

Sent: Thursday, August 1, 2019 8:50 AM

To: Ariely, Michael (DOT) <Michael.Ariely@dot.state.ma.us>

Cc: Ball, Dawn (DOT) <Dawn.Ball@dot.state.ma.us>

Subject: RE: An approval reply has failed to be processed by our system

Michael,

I just tried calling but your voice mailbox is full and not accepting any more messages...please give me a call before Noon today at 508.884.4246 and I'll try to assist you.

Thanks,
Dave



<https://massdot.service-now.com/>

David Kulick PLS

MassDOT IT Service Desk - District 5, Taunton

Service Desk: 857-DOT-HELP (368-4357)

Phone: 508-884-4246

Cell Phone: 617-279-7022

Email: (DOTServiceDesk@dot.state.ma.us)

For news and updates: www.mass.gov/blog/transportation; Twitter at www.twitter.com/massdot.

From: Ariely, Michael (DOT) <Michael.Ariely@dot.state.ma.us>
Sent: Wednesday, July 31, 2019 5:00 PM
To: Kulick, David (DOT) <David.Kulick@dot.state.ma.us>
Subject: RE: An approval reply has failed to be processed by our system

Hi Dave, I tried both on the Web and through outlook. It fails to approve after I click approve and Send in new window.

From: Kulick, David (DOT)
Sent: Wednesday, July 31, 2019 3:48 PM
To: Ariely, Michael (DOT)
Subject: RE: An approval reply has failed to be processed by our system

Michael,
Are you using Internet Explorer? What is your default browser? You need to use IE if possible. If you can provide me with your tag number on PC I can assist.

Thanks,
Dave



<https://massdot.service-now.com/>

David Kulick PLS

MassDOT IT Service Desk - District 5, Taunton

Service Desk: 857-DOT-HELP (368-4357)

Phone: 508-884-4246

Cell Phone: 617-279-7022

Email: (DOTServiceDesk@dot.state.ma.us)

For news and updates: www.mass.gov/blog/transportation; Twitter at www.twitter.com/massdot.

From: Ariely, Michael (DOT) <Michael.Ariely@dot.state.ma.us>

Sent: Wednesday, July 31, 2019 2:46 PM

To: Kulick, David (DOT) <David.Kulick@dot.state.ma.us>

Subject: FW: An approval reply has failed to be processed by our system

Importance: High

Hi David,

As you can tell, I am not being successful at approving this request for some reason.

Sarah still cannot go into the P drive.

Thank you,

Mike

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



From: Service Management [<mailto:massdot@service-now.com>]

Sent: Wednesday, July 31, 2019 2:26 PM

To: Ariely, Michael (DOT)

Subject: An approval reply has failed to be processed by our system

The approval for "REQ0033535" failed because the approval response email was not sent by the approver. The Approver is Michael Ariely with email address Michael.Ariely@dot.state.ma.us.

[Unsubscribe](#) | [Notification Preferences](#)

Ref:MSG2008451

From: [Ariely, Michael \(DOT\)](#)
To: [REDACTED]; [Ariely, Michael \(DOT\)](#)
Cc: [Boyle, Christopher \(DOT\)](#)
Subject: RE: Identity Fraud Prosecution - Request for Certified RMV Application
Date: Thursday, August 01, 2019 10:07:34 AM
Attachments: [image001.png](#)

Hi Kelly,

Thank you for your email. I am including LT Christopher Boyle in my response. He heads up the MA State Police Fraud ID unit and based on the information that you provided I believe his unit would be a better avenue for your request.

Thank you for reaching out.

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



From: [REDACTED]@MassMail.State.MA.US]
Sent: Wednesday, July 31, 2019 5:00 PM
To: 'Michael.Ariely@dot.state.ma.us'
Subject: Identity Fraud Prosecution - Request for Certified RMV Application

Good afternoon:

[REDACTED]

[REDACTED]

[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]
To: ["Michael.Ariely@dot.state.ma.us"](mailto:Michael.Ariely@dot.state.ma.us)
Subject: Identity Fraud Prosecution - Request for Certified RMV Application
Date: Wednesday, July 31, 2019 5:00:19 PM

Good afternoon:

[REDACTED]

[REDACTED]

[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: [Massachusetts State Police Records Management System](#)
To: [Boyle, Christopher \(POL\)](#)
Subject: ACISS Alert: INVESTIGATIVE REPORT Report awaiting approval!
Date: Wednesday, July 31, 2019 3:32:28 PM
Attachments: [CaseReport_2019-134-30_5.pdf](#)

From: ACISS (Massachusetts State Police)
Report 2019-134-30/5 (INVESTIGATIVE REPORT) was just sent for your approval.

From: [Massachusetts State Police Records Management System](#)
To: [Malhotra, Danish \(POL\)](#)
Subject: ACISS Alert: Your ASSISTANCE RENDERED Report has been approved!
Date: Wednesday, July 31, 2019 1:35:41 PM
Attachments: [CaseReport_2019-134-61_11.pdf](#)

From: ACISS (Massachusetts State Police)
Report 2019-134-61/11(ASSISTANCE RENDERED) was just approved by Boyle, Christopher (msp2710 / Fraud Identification Unit / Massachusetts State Police).

From: [Massachusetts State Police Records Management System](#)
To: [Boyle, Christopher \(POL\)](#)
Subject: ACISS Alert: ASSISTANCE RENDERED Report awaiting approval!
Date: Wednesday, July 31, 2019 1:33:23 PM
Attachments: [CaseReport_2019-134-61_11.pdf](#)

From: ACISS (Massachusetts State Police)
Report 2019-134-61/11 (ASSISTANCE RENDERED) was just sent for your approval.

From: [Malhotra, Danish \(DOT\)](#)
To: [Boyle, Christopher \(DOT\)](#)
Subject: RE: Possible Fraudulent Identification - Request for Facial Recognition - DEA Boston Office
Date: Wednesday, July 31, 2019 1:06:09 PM

Sir,

Upon reviewing the below email, it was discovered that a case already exists with our office, [REDACTED]

[REDACTED]

- | [REDACTED]
- | [REDACTED]
- | [REDACTED]
- | [REDACTED]
- | [REDACTED]
- | [REDACTED]
- | [REDACTED]
- | [REDACTED]
- | [REDACTED]
- | [REDACTED]
- | [REDACTED]

Please let me know if you need any further information on this case.

Respectfully Submitted,

***Tpr. Danny Malhotra #3642
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza 2nd Floor
Boston, MA 02116
danish.malhotra2@dot.state.ma.us
Office: (857) 368-9500
Desk: (857) 368-8622
Cell: (857)-324-0411
Fax: (857) 368-0649***

From: Boyle, Christopher (DOT)
Sent: Thursday, July 25, 2019 12:04 PM
To: Malhotra, Danish (DOT)
Subject: FW: Possible Fraudulent Identification - Request for Facial Recognition - DEA Boston Office

From: [REDACTED]

Sent: Tuesday, July 23, 2019 4:36 PM

To: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Subject: Possible Fraudulent Identification - Request for Facial Recognition - DEA Boston Office

Good Afternoon,

Please find the information below regarding a facial recognition request from the DEA Boston Office, which revealed several possible fraudulent identifications. The Possible Fraudulent Identification Form and all relevant CJIS RMV 1 information are attached.

Respectfully,

[REDACTED]

[REDACTED]

From: Commonwealth Fusion Center (POL)

Sent: Tuesday, July 23, 2019 4:17 PM

To: [REDACTED]

Subject: RE: Request for Facial Recognition

Good Afternoon,

A query of the facial recognition system returns several possible matches for your subject. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

The result of a facial 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.

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.

Please let us know if you need any additional assistance.

Respectfully,

[Redacted]

[Redacted]

From: [Redacted] <[\[Redacted\]@usdoj.gov](mailto:[Redacted]@usdoj.gov)>

Sent: Tuesday, July 23, 2019 3:30 PM

To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>

Subject: Request for Facial Recognition

Good afternoon,

[Redacted]

Please let me know if you need any further information.

Thank you,

[Redacted]

[Redacted]

Sent: Tuesday, July 23, 2019 4:36 PM

To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: Possible Fraudulent Identification - Request for Facial Recognition - DEA Boston Office

Good Afternoon,

Please find the information below regarding a facial recognition request from the DEA Boston Office, which revealed several possible fraudulent identifications. The Possible Fraudulent Identification Form and all relevant CJIS RMV 1 information are attached.

Respectfully,

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

From: Commonwealth Fusion Center (POL)
Sent: Tuesday, July 23, 2019 4:17 PM
To: [REDACTED] <[REDACTED]@usdoj.gov>
Subject: RE: Request for Facial Recognition

Good Afternoon,

A query of the facial recognition system returns several possible matches for your subject. [REDACTED]
[REDACTED]
[REDACTED]

[REDACTED] [REDACTED] [REDACTED]

The result of a facial 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.**

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.

Please let us know if you need any additional assistance.

Respectfully,

[Redacted]

[Redacted]

From: [Redacted] <[\[Redacted\]@usdoj.gov](mailto:[Redacted]@usdoj.gov)>

Sent: Tuesday, July 23, 2019 3:30 PM

To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>

Subject: Request for Facial Recognition

Good afternoon,

[Redacted] case number CC-19-0101. Can you please run the two attached photos through facial recognition?

Please let me know if you need any further information.

Thank you,

[Redacted]

[Redacted]

From: [Massachusetts State Police Records Management System](#)
To: [Boyle, Christopher \(POL\)](#)
Subject: ACISS Alert: New Report Added to Case 2019-134-61
Date: Wednesday, July 31, 2019 1:33:10 PM
Attachments: [CaseReport_2019-134-61_11.pdf](#)

From: ACISS (Massachusetts State Police)
Report 2019-134-61/11 (ASSISTANCE RENDERED) was added to your case by Malhotra, Danish (Fraud Identification Unit / Massachusetts State Police).

From: [Wong, Sandra \(DOT\)](#)
To: [Guarino, Sarah \(DOT\)](#)
Subject: RE:
Date: Tuesday, July 30, 2019 4:49:00 PM

Thank you I will see as my part of my reading

From: Guarino, Sarah (DOT)
Sent: Tuesday, July 30, 2019 4:05 PM
To: Wong, Sandra (DOT)
Subject:

Hey Sandy!!!!
Revised CSR closeout chapter in the Cash manual.
Good luck!

Sarah Guarino
Facial Recognition Analyst (PC1)
Enforcement Services Unit, MassDOT/RMV
Direct: (857)368-8623
Fax: (857)368-0645
Email: sarah.guarino@dot.state.ma.us

From: [Guarino, Sarah \(DOT\)](#)
To: [Wong, Sandra \(DOT\)](#)
Date: Tuesday, July 30, 2019 4:04:40 PM

Hey Sandy!!!!
Revised CSR closeout chapter in the Cash manual.
Good luck!

Sarah Guarino
Facial Recognition Analyst (PC1)
Enforcement Services Unit, MassDOT/RMV
Direct: (857)368-8623
Fax: (857)368-0645
Email: sarah.guarino@dot.state.ma.us

From: [Massachusetts State Police Records Management System](#)
To: [Boyle, Christopher \(POL\)](#)
Subject: ACISS Alert: INVESTIGATIVE REPORT Report awaiting approval!
Date: Tuesday, July 30, 2019 3:17:03 PM
Attachments: [CaseReport_2019-134-30_5.pdf](#)

From: ACISS (Massachusetts State Police)
Report 2019-134-30/5 (INVESTIGATIVE REPORT) was just sent for your approval.

From: buildingengines@requestcom.com on behalf of [Chandra Wilkerson](#)
Subject: Too Hot #1649103434
Date: Tuesday, July 30, 2019 3:09:46 PM

MASSDOT

Work Order

Completed Request Confirmation

Request #: [1649103434](#)

Issue Type: Too Hot

Suite: 2310

Michael Ariely,

Your request regarding Too Hot on Floor 2 Enforcement Services for STB 10 Park Plaza is now completed. We hope that you will find all work satisfactory.

Original Details: Our Facial Recognition unit is too hot because there isn't enough air flow. I have previously opened a workorder on this and was told it is all set however nothing has changed. I would like to request that someone come down to have a look. Thank you, Mike Ariely

Task Status: Completed - Date of completion is Jul 30, 2019 03:09 PM

Comments: Message: complete.

Please feel free to contact us with any questions or concerns at 857-368-9560.

Thank you,

MASSDOT
857-368-9560

From: [Foti, Joseph C. \(DOT\)](#)
To: [Boudreau, Neil E. \(DOT\)](#)
Subject: FW: Aeronautics Drone Highway Incident Data Request (3 of 3)
Date: Tuesday, July 30, 2019 3:07:53 PM
Attachments: [Draft Final Report \(task D\) final draft 7.22.19.docx](#)

Neil:

I was informed of this yesterday. Apparently Aeronautics sponsored research through UMass, Lowell for the attached paper titled *Development of UAS Emergency Service Drone Network for Use in Surface Transportation*. They've asked the HOC to review and comment since HOC provided UMass with some data. I don't know if you had any prior knowledge of this or not. My concern is the short notice to review since they request comments back by this Thursday. Just thought you should be aware.

Thanks,
Joe

From: Osborne, Chester (DOT) <Chester.Osborne@dot.state.ma.us>
Sent: Tuesday, July 30, 2019 1:01 PM
To: Xie, Yuanchang <Yuanchang_Xie@uml.edu>; Foti, Joseph C. (DOT) <Joseph.Foti@dot.state.ma.us>
Cc: Fitzpatrick, Michael F. (DOT) <Michael.F.Fitzpatrick@dot.state.ma.us>; Chen, Danjue <Danjue_Chen@uml.edu>
Subject: RE: Aeronautics Drone Highway Incident Data Request (3 of 3)

Umass Research Team, concerning the attached *Development of UAS Emergency Service Drone Network for Use in Surface Transportation* paper. The MassDOT Highway Division-HOC approves your plan to concurrently submit a final draft of the paper and report to TRB and MassDOT Highway Division-HOC for review. As you stated it is understood and agreed that we the MassDOT Highway Division-HOC reserve the right to make suggestions, edits and omissions to the final draft prior to publication.

V/r Chet.

Chester Osborne
Superintendent of Operations Management
Highway Operations Center, MassDOT
Cell: 617-719-5477
Desk: 617-946-3156
HOC Floor: 1-800-227-0608

From: Xie, Yuanchang <Yuanchang_Xie@uml.edu>
Sent: Friday, July 26, 2019 10:06 PM
To: Osborne, Chester (DOT) <Chester.Osborne@dot.state.ma.us>

Cc: Fitzpatrick, Michael F. (DOT) <Michael.F.Fitzpatrick@dot.state.ma.us>; Chen, Danjue <Danjue_Chen@uml.edu>

Subject: FW: Aeronautics Drone Highway Incident Data Request (3 of 3)

Dear Chet and Michael,

First of all, thank you very much for providing the incident data for our study. We have now finished the research and would like to prepare a paper based on it for the Transportation Research Board (TRB) Meeting. The paper is due on 8/1 and we have not finished the paper yet.

When we received the data from you, we promised that we will not publish the results without your permission. Given the 8/1 deadline, we were wondering if we can submit the paper to you and to TRB simultaneously. If the paper is accepted by TRB, we will make sure that all your comments are incorporated before it is finally published.

Thank you very much for your time and consideration.

Thanks,
Yuanchang

Yuanchang Xie, Ph.D., P.E.
Associate Professor
Dept. of Civil and Environmental Engineering
University of Massachusetts Lowell
Office: Kitson 200N
Tel: (978) 934-3681
Web: <https://sites.uml.edu/yuanchang-xie>

From: Xie, Yuanchang

Sent: Monday, July 22, 2019 7:53 PM

To: 'Fitzpatrick, Michael F. (DOT)' <michael.f.fitzpatrick@state.ma.us>; 'Boyd, Nick (DOT)' <nick.boyd@state.ma.us>

Cc: Chen, Danjue <Danjue_Chen@uml.edu>; 'DeCarlo, Jeffrey (DOT)' <jeffrey.decarlo@state.ma.us>; Michael Knodler <mknodler@engin.umass.edu>; Scott Uebelhart (suebelhartPhD@gmail.com) <suebelhartPhD@gmail.com>

Subject: RE: Aeronautics Drone Highway Incident Data Request (3 of 3)

Dear Michael and Nick,

Thank you for providing the data for our UAS research. We have completed the study and is working on finalizing the report.

As promised, attached is the draft report for you to review. We also plan to prepare a paper based on the report and submit it to the 2020 Transportation Research Board (TRB) Annual Meeting.

Please let us know if you have any comments on the report. The TRB paper in preparation is due on 8/1/2019. Given the approaching deadline, we were wondering if we can submit the TRB paper and send it to you for review simultaneously. We will not publish it without your approval. Thank you very much.

Regards,
Yuanchang

From: Fitzpatrick, Michael F. (DOT) <michael.f.fitzpatrick@state.ma.us>
Sent: Tuesday, October 9, 2018 11:13 AM
To: Xie, Yuanchang <Yuanchang_Xie@uml.edu>
Cc: Parra, Lorenzo G. (DOT) <lorenzo.parra@state.ma.us>
Subject: RE: Aeronautics Drone Highway Incident Data Request (3 of 3)

Yes, you may share, with the understanding it's limited to MassDOT folks & the and academic research team.

Michael F. Fitzpatrick
Massachusetts Department of Transportation, Highway Division
Superintendent of Systems Management
Highway Operations Center, Boston Massachusetts
www.mass.gov/MassDOT
o 617-946-3048
m 617-595-6303
Michael.F.Fitzpatrick@state.ma.us

From: Xie, Yuanchang [mailto:Yuanchang_Xie@uml.edu]
Sent: Monday, October 8, 2018 9:27 PM
To: Fitzpatrick, Michael F. (DOT) <Michael.F.Fitzpatrick@dot.state.ma.us>
Cc: Parra, Lorenzo G. (DOT) <Lorenzo.Parra@dot.state.ma.us>
Subject: RE: Aeronautics Drone Highway Incident Data Request (3 of 3)

Hi Mike and Lorenzo,

Thank you very much for sending us the data so promptly. A quick question, do you mind if I share this complete data set with my team members at UMass Amherst and MassDOT Aeronautics division? We will not share it with anyone outside this research team. Thank you very much.

Regards,
Yuanchang

From: Fitzpatrick, Michael F. (DOT) <michael.f.fitzpatrick@state.ma.us>
Sent: Thursday, October 4, 2018 4:08 PM
To: Xie, Yuanchang <Yuanchang_Xie@uml.edu>
Subject: RE: Aeronautics Drone Highway Incident Data Request (3 of 3)

done

Michael F. Fitzpatrick
Massachusetts Department of Transportation, Highway Division
Superintendent of Systems Management
Highway Operations Center, Boston Massachusetts
www.mass.gov/MassDOT
o 617-946-3048
m 617-595-6303
Michael.F.Fitzpatrick@state.ma.us

From: Xie, Yuanchang [mailto:Yuanchang_Xie@uml.edu]
Sent: Thursday, October 4, 2018 3:52 PM
To: Fitzpatrick, Michael F. (DOT) <Michael.F.Fitzpatrick@dot.state.ma.us>
Subject: RE: Aeronautics Drone Highway Incident Data Request (3 of 3)

I have only received the following two files.

- MA-ERS_events_2013-2018_0406.zip (15.7MB)
- 18Q1-Q3_I-Tracker logs.xlsx (5.5MB)

Could you please upload the rest to Google Drive <https://www.google.com/drive/>
Using username: umlcivil password: Research18

Thanks,
Yuanchang

From: Fitzpatrick, Michael F. (DOT) <michael.f.fitzpatrick@state.ma.us>
Sent: Thursday, October 4, 2018 3:09 PM
To: Xie, Yuanchang <Yuanchang_Xie@uml.edu>
Subject: RE: Aeronautics Drone Highway Incident Data Request (3 of 3)
Importance: High

I have access to all but One Drive.
How many files did you receive? It might be easier to send the balance in the time it's take to set up access.

- I tried to send:
- MA-ERS_events_2013-2018_0406.zip (15.7MB)
 - 2015 I-Tracker logs.xlsx (6.1MB)
 - 2016 I-Tracker logs.xlsx (9.5MB)
 - 2017 I-Tracker logs.xlsx (8.1MB)
 - 18Q1-Q3_I-Tracker logs.xlsx (5.5MB)

Michael F. Fitzpatrick
Massachusetts Department of Transportation, Highway Division
Superintendent of Systems Management
Highway Operations Center, Boston Massachusetts
www.mass.gov/MassDOT
o 617-946-3048
m 617-595-6303
Michael.F.Fitzpatrick@state.ma.us

From: Xie, Yuanchang [mailto:Yuanchang_Xie@uml.edu]
Sent: Thursday, October 4, 2018 1:53 PM
To: Fitzpatrick, Michael F. (DOT) <Michael.F.Fitzpatrick@dot.state.ma.us>; Parra, Lorenzo G. (DOT) <Lorenzo.Parra@dot.state.ma.us>
Cc: suebelhartphd@gmail.com; temckenna@gmail.com
Subject: RE: Aeronautics Drone Highway Incident Data Request (3 of 3)

Can you use any of the following options: Dropbox, Box, One Drive, or Google Drive? If yes, I can create an account and send you the user name and password. Thank you.

Thanks,
Yuanchang

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Sent: Thursday, October 4, 2018 10:29 AM
To: Xie, Yuanchang <Yuanchang_Xie@uml.edu>; Parra, Lorenzo G. (DOT) <lorenzo.parra@state.ma.us>
Cc: suebelhartphd@gmail.com; temckenna@gmail.com
Subject: RE: Aeronautics Drone Highway Incident Data Request (3 of 3)

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Michael.F.Fitzpatrick@state.ma.us

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When: Wednesday, October 3, 2018 1:00 PM-2:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where: HOC or Call 1-872-240-3301/ Code 385-012-429

From: [Massachusetts State Police Records Management System](#)
To: [Boyle, Christopher \(POL\)](#)
Subject: ACISS Alert: INVESTIGATIVE REPORT Report awaiting approval!
Date: Tuesday, July 30, 2019 2:14:34 PM
Attachments: [CaseReport_2019-134-30_2.pdf](#)

From: ACISS (Massachusetts State Police)
Report 2019-134-30/2 (INVESTIGATIVE REPORT) was just sent for your approval.

From: [Osborne, Chester \(DOT\)](#)
To: [Xie, Yuanchang](#); [Foti, Joseph \(DOT\)](#)
Cc: [Fitzpatrick, Michael F. \(DOT\)](#); [Chen, Danjue](#)
Subject: RE: Aeronautics Drone Highway Incident Data Request (3 of 3)
Date: Tuesday, July 30, 2019 1:00:00 PM
Attachments: [Draft Final Report \(task D\) final draft 7.22.19.docx](#)

Umass Research Team, concerning the attached *Development of UAS Emergency Service Drone Network for Use in Surface Transportation* paper. The MassDOT Highway Division-HOC approves your plan to concurrently submit a final draft of the paper and report to TRB and MassDOT Highway Division-HOC for review. As you stated it is understood and agreed that we the MassDOT Highway Division-HOC reserve the right to make suggestions, edits and omissions to the final draft prior to publication.

V/r Chet.

Chester Osborne
Superintendent of Operations Management
Highway Operations Center, MassDOT
Cell: 617-719-5477
Desk: 617-946-3156
HOC Floor: 1-800-227-0608

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Yuanchang Xie, Ph.D., P.E.
Associate Professor
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Office: Kitson 200N
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Web: <https://sites.uml.edu/yuanchang-xie>

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Using username: umlcivil password: Research18

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Attachments: [Draft Final Report \(task D\) final draft 7.22.19.docx](#)

Joe, I spoke with Nick Boyd. It turns out Aeronautics is the sponsor of this research. I will take sometime this afternoon to read it cover to cover and offer you a brief.

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Where: HOC or Call 1-872-240-3301/ Code 385-012-429

From: [Walker, Stephen \(DOT\)](#)
To: [Malhotra, Danish \(DOT\)](#)
Subject: Springfield Licenses
Date: Tuesday, July 30, 2019 10:14:51 AM
Attachments: [Case 2018-0059 Licenses #3.docx](#)
[Case 2018-134-5499-0059 7-19-2019 #2.doc](#)

Danny,

This is that side report that I could not find last week. I made some changes from original version and I think this is the final draft. Also attached is my report with this information included.

Stephen

From: [Lavoie, Sara \(DOT\)](#)
To: [Spriggs, Nicole \(DOT\)](#)
Subject: Sarah Guarino Contact Info for Jamey
Date: Monday, July 29, 2019 3:57:00 PM

Hi Nicole, please pass Sarah Guarino's phone number to Jamey 368-8623. I highlighted Sarah's work today in Senior Staff.

- Sarah joined the team with little hesitation and has quickly become an impactful player in Enforcement Services.
- She has quickly mastered the facial recognition software, daily duties and has moved onto performing the backlog of merges that were created in the Service Centers that have to be handled to ensure each driver has only one record.
- A single complete record stops fraud and ensures all violations that an operator is responsible for live in one place so the appropriate sanctions can adjudicate based upon their record.
- She joined the team in a time of uncertainty and she has truly excelled.

From: [Steier, Paul](#)
Subject: Registration Reminder and Agenda for the AAMVA Fraud Awareness Call - Wednesday July 31 @ 12:00pm CST
Date: Monday, July 29, 2019 2:38:53 PM

Hello,

A reminder that the next AAMVA Fraud Awareness call is scheduled for Wednesday July 31 and you must register at the link below to receive calling instructions. The call agenda is also included below. I hope you will be able to join this valuable session.

You must register for the call to obtain calling instructions.

AAMVA Fraud Call Registration Information

Please register for the AAMVA Fraud Awareness Call scheduled for July 31, 2019 by clicking the link below:

<https://attendee.gotowebinar.com/register/4822787152234117890>

Products and services offered by AAMVA members are vulnerable to fraud attacks from many different sources. Being vigilant and aware of fraud trends and sharing information and insight with fellow members is important to maintaining a strong fraud deterrence and detection program. The monthly fraud awareness call allows members an opportunity to share information related to fraud occurring within their jurisdiction, provides resources and tools to bolster their fraud prevention programs, and allows for collaboration among jurisdictions and federal partners.

This webinar is intended for law enforcement officers, DMV investigators, jurisdiction administrators, and jurisdiction staff who develop and implement fraud deterrence and prevention programs.

After registering, you will receive a confirmation email containing information about joining the webinar.

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AAMVA Fraud Awareness Call Agenda July 31, 2019

Investigative Resources and Case Updates

* Overview of the upcoming National Association for Public Health Statistics and Information Systems (NAPHSIS), Identity & Security Conference

Lisa Weyer, Marketing Manager, NAPHSIS Email: lweyer@naphis.org Phone: 240.650.8699

* Operation Eldorado: A Case Study of a Large Scale Identity Theft and Racketeering

Investigation

Francine Gonzales, Director, Motor Vehicle Investigations Colorado Department of Revenue Email: Francine.gonzales@state.co.us Phone: 303.205.8382

Alison Connaughty, Senior Assistant Attorney General, Colorado Attorney General's Office Email: Alison.Connaughty@coag.gov

* Unique Fraud Investigations: An Investigation by the Texas DMV and the U.S. Department of Transportation

One of the largest fraud cases in U.S. history involving moving company fraud. The subjects were indicted under the Racketeering Influenced and Corrupt Organizations Act (RICO).

Texas DMV Investigator Amber Ott was awarded the AAMVA Regional Fraud Prevention and Detection Award for her efforts.

Amber Ott , Investigator, Enforcement Division, Texas DMV Email: amber.ott@txdmv.gov Phone: 214.319.6553

* AAMVA Imported Vehicles Working Group is looking for examples of imported vehicle fraud investigations.

Paul Steier AAMVA

-
* **NMVTIS (National Motor Vehicle Title Information System) Updates - AAMVA - Vivienne Cameron**

Email: vcameron@aamva.org Phone: 703.908.8261

* **AAMVA ID Document and Fraud Alert SharePoint Site Updates - AAMVA – Denise Hanchulak**

Email: dhanchulak@aamva.org Phone: 703.908.5767

* **AAMVA Fraud Detection & Remediation (FDR) Training Program updates – AAMVA – Steven Sebestyen**

Email: 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.**

-
* **AAMVA Training Opportunities**

AAMVA – <http://www.aamva.org/>

- 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
- March 18 -19, 2020 Workshop and Law Institute – Orlando, FL
- May 12 – 14, 2020 Region 1 Conference – Providence, RI
- June 16 – 18, 2020 Region 2 Conference – Atlanta, GA

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

Other Training Opportunities

IAATI (International Association of Auto Theft Investigators)- <https://www.iaati.org/>

- September 15 – 20, 2019 International Conference Glasgow, Scotland
<https://www.iaati.org/events/entry/67th-annual-international-training-seminar-glasgow-scotland>

NAPHSIS (National Association for Public Health Statistics and Information Systems)

<https://www.naphsis.org/>

- November 4 – 5, 2019 Identity & Security Conference Washington, DC
<https://www.naphsis.org/identity-security>

NOTFEA (National Odometer and Title Fraud Enforcement Association) -

<http://www.notfea.org/>

- July 14 – 18, 2020 Annual Conference Richmond, VA. <https://www.notfea.org/notfea-conferences/>

Open Discussion

Next AAMVA Fraud Awareness Calls

Wednesday July 31 @ 12:00pm CST

Wednesday September 4 @ 12:00pm CST

Wednesday October 9 @ 12:00pm CST

Wednesday November 20 @ 12:00pm CST

Wednesday December 18 @ 12:00pm CST

**Paul Steier | Law Enforcement Program Manager | AAMVA | 703.270.8932 | psteier@aamva.org
| 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: [Bedard, David \(DOT\)](#)
To: [Wood, Matthew \(DOT\)](#)
Subject: RE: Idemia in Springfield
Date: Monday, July 29, 2019 2:16:00 PM
Attachments: [David Kunen.vcf](#)



From: Wood, Matthew (DOT)
Sent: Monday, July 29, 2019 1:57 PM
To: Bedard, David (DOT)
Subject: RE: Idemia in Springfield

Is there someone at Idemia I should coordinate with?

From: Bedard, David (DOT) <David.Bedard@dot.state.ma.us>
Sent: Thursday, July 25, 2019 4:35 PM
To: Wood, Matthew (DOT) <Matthew.Wood@dot.state.ma.us>
Subject: Re: Idemia in Springfield

Primerano or Sye should at a minimum be involved for awareness and mark newton. Thanks

On Jul 25, 2019, at 2:04 PM, Wood, Matthew (DOT) <Matthew.Wood@dot.state.ma.us> wrote:

Hi Dave,

We are going to set up an architectural discussion to understand the Idemia facial recognition requirements. John will bring the right people from TSS, and I can bring in the right Ops people. We will obviously need Idemia. Is there anyone else?

Thanks

Matt

Matthew Wood

Deputy CTO MassDOT
10 Park Plaza Boston, MA 02116
857-368-9970 (office)
617-352-0530 (mobile)

From: [Wood, Matthew \(DOT\)](#)
To: [Bedard, David \(DOT\)](#)
Subject: RE: Idemia in Springfield
Date: Monday, July 29, 2019 1:56:33 PM

Is there someone at Idemia I should coordinate with?

From: Bedard, David (DOT) <David.Bedard@dot.state.ma.us>
Sent: Thursday, July 25, 2019 4:35 PM
To: Wood, Matthew (DOT) <Matthew.Wood@dot.state.ma.us>
Subject: Re: Idemia in Springfield

Primerano or Sye should at a minimum be involved for awareness and mark newton. Thanks

On Jul 25, 2019, at 2:04 PM, Wood, Matthew (DOT) <Matthew.Wood@dot.state.ma.us> wrote:

Hi Dave,

We are going to set up an architectural discussion to understand the Idemia facial recognition requirements. John will bring the right people from TSS, and I can bring in the right Ops people. We will obviously need Idemia. Is there anyone else?

Thanks

Matt

Matthew Wood

Deputy CTO MassDOT
10 Park Plaza Boston, MA 02116
857-368-9970 (office)
617-352-0530 (mobile)

From: buildingengines@requestcom.com on behalf of [Chandra Wilkerson](#)
To: [Wilkerson, Chandra \(DOT\)](#)
Subject: STB 10 Park Plaza - Too Hot #1649103434
Date: Monday, July 29, 2019 12:19:35 PM

MASSDOT

WORK ORDER

Notification

Priority: Priority 2
Must Acknowledge By: 07/29/2019 02:02 PM
Date: 07/29/2019
Request #: [1649103434](#)
Status: Open
Issue: Too Hot
Building: STB 10 Park Plaza
Address: 10 Park Plaza
Boston, MA 02116
Assignee: Chandra Wilkerson
Department: Enforcement Services (State Police)
Floor: 2
Suite: 2310
Location: Enforcement Services
Person: Michael Ariely
Phone: 8573688601
Ext.:
Fax:
Email: michael.ariely@massmail.state.ma.us
Original Details: Our Facial Recognition unit is too hot because there isn't enough air flow. I have previously opened a workorder on this and was told it is all set however nothing has changed. I would like to request that someone come down to have a look. Thank you, Mike Ariely

Assigned To: Chandra Wilkerson Original Details: Our Facial

Message: Recognition unit is too hot because there isn't enough air flow. I have previously opened a workorder on this and was told it is all set however nothing has changed. I would like to request that someone come down to have a look. Thank you, Mike Ariely

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From: buildingengines@requestcom.com on behalf of [Michael Ariely](#)
To: [Wilkerson, Chandra \(DOT\)](#)
Subject: STB 10 Park Plaza - Too Hot #1649103434
Date: Monday, July 29, 2019 12:02:49 PM

MASSDOT

Notification

Priority: Priority 2
Must Acknowledge By: 07/29/2019 02:02 PM
Date: 07/29/2019
Request #: [1649103434](#)
Status: New
Issue: Too Hot
Building: STB 10 Park Plaza
Address: 10 Park Plaza
Boston, MA 02116
Assignee: n/a
Department: Enforcement Services (State Police)
Floor: 2
Suite: 2310
Location: Enforcement Services
Person: Michael Ariely
Phone: 8573688601
Ext.:
Fax:
Email: michael.ariely@massmail.state.ma.us

Message: Our Facial Recognition unit is too hot because there isn't enough air flow. I have previously opened a workorder on this and was told it is all set however nothing has changed. I would like to request that someone come down to have a look. Thank you,
Mike Ariely

From: buildingengines@requestcom.com on behalf of [Michael Ariely](#)
To: [Alicea, Nelly \(DOT\)](#)
Subject: STB 10 Park Plaza - Too Hot #1649103434
Date: Monday, July 29, 2019 12:02:47 PM

MASSDOT

Notification

Priority: Priority 2
Must Acknowledge By: 07/29/2019 02:02 PM
Date: 07/29/2019
Request #: [1649103434](#)
Status: New
Issue: Too Hot
Building: STB 10 Park Plaza
Address: 10 Park Plaza
Boston, MA 02116
Assignee: n/a
Department: Enforcement Services (State Police)
Floor: 2
Suite: 2310
Location: Enforcement Services
Person: Michael Ariely
Phone: 8573688601
Ext.:
Fax:
Email: michael.ariely@massmail.state.ma.us

Message: Our Facial Recognition unit is too hot because there isn't enough air flow. I have previously opened a workorder on this and was told it is all set however nothing has changed. I would like to request that someone come down to have a look. Thank you,
Mike Ariely

From: buildingengines@requestcom.com on behalf of [Michael Ariely](#)
To: [Ramirez, Maria \(DOT\)](#)
Subject: STB 10 Park Plaza - Too Hot #1649103434
Date: Monday, July 29, 2019 12:02:47 PM

MASSDOT

Notification

Priority: Priority 2
Must Acknowledge By: 07/29/2019 02:02 PM
Date: 07/29/2019
Request #: [1649103434](#)
Status: New
Issue: Too Hot
Building: STB 10 Park Plaza
Address: 10 Park Plaza
Boston, MA 02116
Assignee: n/a
Department: Enforcement Services (State Police)
Floor: 2
Suite: 2310
Location: Enforcement Services
Person: Michael Ariely
Phone: 8573688601
Ext.:
Fax:
Email: michael.ariely@massmail.state.ma.us

Message: Our Facial Recognition unit is too hot because there isn't enough air flow. I have previously opened a workorder on this and was told it is all set however nothing has changed. I would like to request that someone come down to have a look. Thank you,
Mike Ariely

From: [REDACTED]
To: [Ragucci, Susan](#); [MSP-DL - Facial Rec ES](#)
Cc: [Defreitas, Jason J](#); [Moy, Laura](#)
Subject: RE: Facial Recognition
Date: Monday, July 29, 2019 11:58:09 AM
Attachments: [image001.png](#)

Ms. [REDACTED],

Facial recognition did not find a possible match on subject in photo. We tried cropping but, again no matches.

Good luck with your investigation.

Respectfully,

Tpr. James M. Thompson #3890
Massachusetts State Police
Fraud Identification Unit
10 Park Plaza 2nd floor
Boston, MA 02116
Office: (857) 368-9500
Desk: (857) 368-8613
Cell: (857)-324-0410
Fax: (857) 368-0649



From: [REDACTED]@ice.dhs.gov]
Sent: Monday, July 29, 2019 8:48 AM
To: MSP-DL - Facial Rec ES
Cc: [REDACTED] a
Subject: FW: Facial Recognition

Good Morning, as part of an on going investigation can you please run facial rec on the attached photo. Thank you

From: [REDACTED]
Sent: Friday, July 26, 2019 2:11 PM
To: [REDACTED]@ice.dhs.gov>
Subject: Facial Recognition

Sue,

As discussed can you run the attached through the available facial recognition platforms?

[REDACTED]

[REDACTED]

Homeland Security Investigations

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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From: [REDACTED]
To: [REDACTED]
Cc: [Boyle, Christopher \(POL\)](#)
Subject: [REDACTED]
Date: Monday, July 29, 2019 11:02:09 AM
Attachments: [REDACTED]

Good Morning,

Please see the attached request forms. I am assisting the Fraud ID unit in a fraud investigation [REDACTED] [REDACTED] where the suspect is believed to have NY mugshots and a NY ID.

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

Please let me know if you need any additional information. Thank you for your assistance in this matter!

Respectfully,

[REDACTED]

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



From: [Boyle, Christopher \(DOT\)](#)
To: [REDACTED]
Subject: RE: [REDACTED]
Date: Monday, July 29, 2019 10:06:00 AM
Attachments: [image003.png](#)

[REDACTED],

Thanks for the info. We just wanted to make sure we took the appropriate action on the 6 licenses from facial rec. I'd say that he is most likely good to go based on the confirmation from PR.

Chris

Lieutenant Christopher Boyle #2710
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza, 2nd Floor
Boston, MA 02116
christopher.boyle@mass.gov
cell: 781-738-7286



From: [REDACTED]
Sent: Sunday, July 28, 2019 9:25 AM
To: Boyle, Christopher (POL) <Christopher.Boyle@pol.state.ma.us>
Subject: Fw: [REDACTED]

Good Morning Lt. Boyle,

Just passing this information along regarding a motor vehicle stop I had this past week, during which time Fusion Center assisted me.

I was presented with a PR Driver's License and Social Security Card by the rear seat passenger identified as [REDACTED]

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

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Please let know if you have any questions or need anything further.

Respectfully,

[Redacted]

From: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Sent: Thursday, July 25, 2019 4:59 PM
To: [Redacted] <[\[Redacted\]@pol.state.ma.us](mailto:[Redacted]@pol.state.ma.us)>
Subject: RE: [Redacted]

Hello. Is there any way you could send the RMV Photo from PR to Lt. Christopher Boyle of the Fraud Identification Unit? Thank you!

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

From: [REDACTED] <[\[REDACTED\]@pol.state.ma.us](mailto:[REDACTED]@pol.state.ma.us)>
Sent: Wednesday, July 24, 2019 6:09 PM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Subject: Re: [REDACTED]

Hi [REDACTED],

Thank you for the help roadside. I really appreciate it. I ended up getting an RMV Photo for PR regarding the [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

Thanks again.

Respectfully,

[REDACTED]
[REDACTED]
[REDACTED]

From: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Sent: Wednesday, July 24, 2019 5:24:57 PM
To: [REDACTED] <[\[REDACTED\]@pol.state.ma.us](mailto:[REDACTED]@pol.state.ma.us)>
Subject: RE: [REDACTED]

Good afternoon. Per our telephone conversation, the person that you had roadside claiming to be

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

[REDACTED]

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.

[REDACTED]

From: [REDACTED] <[\[REDACTED\]@pol.state.ma.us](mailto:[REDACTED]@pol.state.ma.us)>
Sent: Wednesday, July 24, 2019 4:40 PM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Subject: [REDACTED]

Good Afternoon,

Can you please provide facial recognition for the following individual and let me know if they are different people?

Thank you,

[REDACTED]

From: [Osborne, Chester \(DOT\)](#)
To: [DOT-DL-HOC-Management](#)
Cc: [Foti, Joseph C. \(DOT\)](#)
Subject: FW: Aeronautics Drone Highway Incident Data Request (3 of 3)
Date: Monday, July 29, 2019 9:37:53 AM
Attachments: [Draft Final Report \(task D\) final draft 7.22.19.docx](#)

Team, see attached for the study discussed today. I have reached out to Nick and hope to speak to him later today. Ill inform you as to what I learn from that conversation. Thanks. Chet.

Chester Osborne
Superintendent of Operations Management
Highway Operations Center, MassDOT
Cell: 617-719-5477
Desk: 617-946-3156
HOC Floor: 1-800-227-0608

From: Xie, Yuanchang <Yuanchang_Xie@uml.edu>
Sent: Friday, July 26, 2019 10:06 PM
To: Osborne, Chester (DOT) <Chester.Osborne@dot.state.ma.us>
Cc: Fitzpatrick, Michael F. (DOT) <Michael.F.Fitzpatrick@dot.state.ma.us>; Chen, Danjue <Danjue_Chen@uml.edu>
Subject: FW: Aeronautics Drone Highway Incident Data Request (3 of 3)

Dear Chet and Michael,

First of all, thank you very much for providing the incident data for our study. We have now finished the research and would like to prepare a paper based on it for the Transportation Research Board (TRB) Meeting. The paper is due on 8/1 and we have not finished the paper yet.

When we received the data from you, we promised that we will not publish the results without your permission. Given the 8/1 deadline, we were wondering if we can submit the paper to you and to TRB simultaneously. If the paper is accepted by TRB, we will make sure that all your comments are incorporated before it is finally published.

Thank you very much for your time and consideration.

Thanks,
Yuanchang

Yuanchang Xie, Ph.D., P.E.
Associate Professor
Dept. of Civil and Environmental Engineering
University of Massachusetts Lowell
Office: Kitson 200N

Tel: (978) 934-3681

Web: <https://sites.uml.edu/yuanchang-xie>

From: Xie, Yuanchang

Sent: Monday, July 22, 2019 7:53 PM

To: 'Fitzpatrick, Michael F. (DOT)' <michael.f.fitzpatrick@state.ma.us>; 'Boyd, Nick (DOT)' <nick.boyd@state.ma.us>

Cc: Chen, Danjue <Danjue_Chen@uml.edu>; 'DeCarlo, Jeffrey (DOT)' <jeffrey.decarlo@state.ma.us>; Michael Knodler <mknodler@engin.umass.edu>; Scott Uebelhart (suebelhartPhD@gmail.com) <suebelhartPhD@gmail.com>

Subject: RE: Aeronautics Drone Highway Incident Data Request (3 of 3)

Dear Michael and Nick,

Thank you for providing the data for our UAS research. We have completed the study and is working on finalizing the report.

As promised, attached is the draft report for you to review. We also plan to prepare a paper based on the report and submit it to the 2020 Transportation Research Board (TRB) Annual Meeting.

Please let us know if you have any comments on the report. The TRB paper in preparation is due on 8/1/2019. Given the approaching deadline, we were wondering if we can submit the TRB paper and send it to you for review simultaneously. We will not publish it without your approval. Thank you very much.

Regards,
Yuanchang

From: Fitzpatrick, Michael F. (DOT) <michael.f.fitzpatrick@state.ma.us>

Sent: Tuesday, October 9, 2018 11:13 AM

To: Xie, Yuanchang <Yuanchang_Xie@uml.edu>

Cc: Parra, Lorenzo G. (DOT) <lorenzo.parra@state.ma.us>

Subject: RE: Aeronautics Drone Highway Incident Data Request (3 of 3)

Yes, you may share, with the understanding it's limited to MassDOT folks & the and academic research team.

Michael F. Fitzpatrick
Massachusetts Department of Transportation, Highway Division
Superintendent of Systems Management
Highway Operations Center, Boston Massachusetts
www.mass.gov/MassDOT
o 617-946-3048
m 617-595-6303

Michael.F.Fitzpatrick@state.ma.us

From: Xie, Yuanchang [mailto:Yuanchang_Xie@uml.edu]
Sent: Monday, October 8, 2018 9:27 PM
To: Fitzpatrick, Michael F. (DOT) <Michael.F.Fitzpatrick@dot.state.ma.us>
Cc: Parra, Lorenzo G. (DOT) <Lorenzo.Parra@dot.state.ma.us>
Subject: RE: Aeronautics Drone Highway Incident Data Request (3 of 3)

Hi Mike and Lorenzo,

Thank you very much for sending us the data so promptly. A quick question, do you mind if I share this complete data set with my team members at UMass Amherst and MassDOT Aeronautics division? We will not share it with anyone outside this research team. Thank you very much.

Regards,
Yuanchang

From: Fitzpatrick, Michael F. (DOT) <michael.f.fitzpatrick@state.ma.us>
Sent: Thursday, October 4, 2018 4:08 PM
To: Xie, Yuanchang <Yuanchang_Xie@uml.edu>
Subject: RE: Aeronautics Drone Highway Incident Data Request (3 of 3)

done

Michael F. Fitzpatrick
Massachusetts Department of Transportation, Highway Division
Superintendent of Systems Management
Highway Operations Center, Boston Massachusetts
www.mass.gov/MassDOT
o 617-946-3048
m 617-595-6303
Michael.F.Fitzpatrick@state.ma.us

From: Xie, Yuanchang [mailto:Yuanchang_Xie@uml.edu]
Sent: Thursday, October 4, 2018 3:52 PM
To: Fitzpatrick, Michael F. (DOT) <Michael.F.Fitzpatrick@dot.state.ma.us>
Subject: RE: Aeronautics Drone Highway Incident Data Request (3 of 3)

I have only received the following two files.

- MA-ERS_events_2013-2018_0406.zip (15.7MB)
- 18Q1-Q3_I-Tracker logs.xlsx (5.5MB)

Could you please upload the rest to Google Drive <https://www.google.com/drive/>
Using username: umlcivil password: Research18

Thanks,
Yuanchang

From: Fitzpatrick, Michael F. (DOT) <michael.f.fitzpatrick@state.ma.us>
Sent: Thursday, October 4, 2018 3:09 PM
To: Xie, Yuanchang <Yuanchang_Xie@uml.edu>
Subject: RE: Aeronautics Drone Highway Incident Data Request (3 of 3)
Importance: High

I have access to all but One Drive.
How many files did you receive? It might be easier to send the balance in the time it's take to set up access.

I tried to send:
- MA-ERS_events_2013-2018_0406.zip (15.7MB)
- 2015 I-Tracker logs.xlsx (6.1MB)
- 2016 I-Tracker logs.xlsx (9.5MB)
- 2017 I-Tracker logs.xlsx (8.1MB)
- 18Q1-Q3_I-Tracker logs.xlsx (5.5MB)

Michael F. Fitzpatrick
Massachusetts Department of Transportation, Highway Division
Superintendent of Systems Management
Highway Operations Center, Boston Massachusetts
www.mass.gov/MassDOT
o 617-946-3048
m 617-595-6303
Michael.F.Fitzpatrick@state.ma.us

From: Xie, Yuanchang [mailto:Yuanchang_Xie@uml.edu]
Sent: Thursday, October 4, 2018 1:53 PM
To: Fitzpatrick, Michael F. (DOT) <Michael.F.Fitzpatrick@dot.state.ma.us>; Parra, Lorenzo G. (DOT) <Lorenzo.Parra@dot.state.ma.us>
Cc: suebelhartphd@gmail.com; temckenna@gmail.com
Subject: RE: Aeronautics Drone Highway Incident Data Request (3 of 3)

Can you use any of the following options: Dropbox, Box, One Drive, or Google Drive? If yes, I can create an account and send you the user name and password. Thank you.

Thanks,
Yuanchang

From: Fitzpatrick, Michael F. (DOT) <michael.f.fitzpatrick@state.ma.us>
Sent: Thursday, October 4, 2018 10:29 AM
To: Xie, Yuanchang <Yuanchang_Xie@uml.edu>; Parra, Lorenzo G. (DOT) <lorenzo.parra@state.ma.us>

Cc: suebelhartphd@gmail.com; temckenna@gmail.com

Subject: RE: Aeronautics Drone Highway Incident Data Request (3 of 3)

I thought I could fit files in 2 emails. That didn't work.

Got a 'size' alert from a few emails that #2 was too big for your system. Let me work on alternative delivery today.

Michael F. Fitzpatrick
Massachusetts Department of Transportation, Highway Division
Superintendent of Systems Management
Highway Operations Center, Boston Massachusetts
www.mass.gov/MassDOT
o 617-946-3048
m 617-595-6303
Michael.F.Fitzpatrick@state.ma.us

From: Xie, Yuanchang [mailto:Yuanchang_Xie@uml.edu]

Sent: Wednesday, October 3, 2018 10:04 PM

To: Fitzpatrick, Michael F. (DOT) <Michael.F.Fitzpatrick@dot.state.ma.us>; Parra, Lorenzo G. (DOT) <Lorenzo.Parra@dot.state.ma.us>

Cc: suebelhartphd@gmail.com; temckenna@gmail.com

Subject: RE: Aeronautics Drone Highway Incident Data Request (3 of 3)

Thank you very much Mike. I have received two emails from you. One has "1 of 2" in the subject line and the other one has "3 of 3". Should the "1 of 2" be "1 of 3"? and am I missing "2 of 3"? Thank you.

Regards,
Yuanchang

From: Fitzpatrick, Michael F. (DOT) <michael.f.fitzpatrick@state.ma.us>

Sent: Wednesday, October 3, 2018 4:18 PM

To: Parra, Lorenzo G. (DOT) <lorenzo.parra@state.ma.us>; Xie, Yuanchang <Yuanchang_Xie@uml.edu>

Cc: suebelhartphd@gmail.com; temckenna@gmail.com

Subject: RE: Aeronautics Drone Highway Incident Data Request (3 of 3)

Sorry, had to split off the 2018 file (too big)

Good afternoon,
Here are the balance of the files you requested to review.

As we mentioned, HOC still runs on 2 event logging platforms (for another 9 months or so). The 2 platforms are Incident Tracker (former Mass Turnpike) and it has no geo-coded information, and

Event Reporting System (former Mass Highway) which does have geo-coding.

Because of file size restrictions, this will be 3 of 3 emails.

File : Incident Tracker for 18Q1-Q3.

Michael F. Fitzpatrick
Massachusetts Department of Transportation, Highway Division
Superintendent of Systems Management
Highway Operations Center, Boston Massachusetts
www.mass.gov/MassDOT
o 617-946-3048
m 617-595-6303
Michael.F.Fitzpatrick@state.ma.us

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

From: Parra, Lorenzo G. (DOT)

Sent: Friday, September 28, 2018 1:46 PM

To: Parra, Lorenzo G. (DOT); Xie, Yuanchang (Yuanchang_Xie@uml.edu); Fitzpatrick, Michael F. (DOT)

Cc: suebelhartphd@gmail.com; temckenna@gmail.com

Subject: Aeronautics Drone Highway Incident Data Request

When: Wednesday, October 3, 2018 1:00 PM-2:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where: HOC or Call 1-872-240-3301/ Code 385-012-429

From: [Adam Hill](#)
To: [Collins, Stephen M. \(DOT\)](#)
Subject: UK driverless vehicle bomb plot foiled
Date: Monday, July 29, 2019 9:29:00 AM



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Dear *ITS International* reader

Here is a selection of stories from the world of intelligent mobility...

First up, a cautionary tale from the UK: there are many potential uses of AVs, but using them as mobile bombs is not one that anyone hopes will catch on.

Meanwhile, VW and Ford are expanding their reach into EVs, and the Asian Development Bank has approved a loan for a new bus rapid transit system in Pakistan.

And finally, NEVS and AutoX are to deploy a robo-taxi service in Europe while California and Canada team up to go green...

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San Francisco bans facial recognition

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When it comes to driverless cars, there are many variables – but one thing is for certain: autonomous...



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Products



Nyx Hemera unveils solutions for outdoor lighting

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Hydro is launching a rotating mast arm which it says will improve safety for operators responsible for...



Videalert launches e-bike and extends Bath clean air contract

Traffic management and enforcement specialist Videalert has launched an electric mobile...

Events

87th IBTTA Annual Meeting & Exhibition



2019

15th September - 17th September 2019
Halifax, NS, Canada



26th ITS World Congress 2019

21st October - 25th October 2019
Singapore



IBTTA Global Tolling Summit 2019

27th October - 29th October 2019
Lisbon, Portugal



Gulf Traffic 2019

9th December - 11th December 2019
Dubai, UAE



TRB 99th Annual Meeting 2020

12th January - 16th January 2020
Washington, D.C.

Intertraffic Events



Intertraffic Indonesia 2019

6th November - 8th November 2019
Jakarta, Indonesia



Intertraffic Mexico 2019

12th November - 14th November 2019
México D.F., México



Intertraffic Amsterdam 2020

21st April - 24th April 2020
Amsterdam, The Netherlands

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From: [Osborne, Chester \(DOT\)](#)
To: [Foti, Joseph \(DOT\)](#)
Subject: FW: Aeronautics Drone Highway Incident Data Request (3 of 3)
Date: Monday, July 29, 2019 9:26:00 AM
Attachments: [Draft Final Report \(task D\)_final draft_7.22.19.docx](#)

Joe, please see the below and attached regarding the UMASS Drone report. I have reached out to Nick Boyd to set up a call today. Will report back once I have more info. Chet.

Chester Osborne
Superintendent of Operations Management
Highway Operations Center, MassDOT
Cell: 617-719-5477
Desk: 617-946-3156
HOC Floor: 1-800-227-0608

From: Xie, Yuanchang <Yuanchang_Xie@uml.edu>
Sent: Friday, July 26, 2019 10:06 PM
To: Osborne, Chester (DOT) <Chester.Osborne@dot.state.ma.us>
Cc: Fitzpatrick, Michael F. (DOT) <Michael.F.Fitzpatrick@dot.state.ma.us>; Chen, Danjue <Danjue_Chen@uml.edu>
Subject: FW: Aeronautics Drone Highway Incident Data Request (3 of 3)

Dear Chet and Michael,

First of all, thank you very much for providing the incident data for our study. We have now finished the research and would like to prepare a paper based on it for the Transportation Research Board (TRB) Meeting. The paper is due on 8/1 and we have not finished the paper yet.

When we received the data from you, we promised that we will not publish the results without your permission. Given the 8/1 deadline, we were wondering if we can submit the paper to you and to TRB simultaneously. If the paper is accepted by TRB, we will make sure that all your comments are incorporated before it is finally published.

Thank you very much for your time and consideration.

Thanks,
Yuanchang

Yuanchang Xie, Ph.D., P.E.
Associate Professor
Dept. of Civil and Environmental Engineering
University of Massachusetts Lowell
Office: Kitson 200N
Tel: (978) 934-3681

Web: <https://sites.uml.edu/yuanchang-xie>

From: Xie, Yuanchang
Sent: Monday, July 22, 2019 7:53 PM
To: 'Fitzpatrick, Michael F. (DOT)' <michael.f.fitzpatrick@state.ma.us>; 'Boyd, Nick (DOT)' <nick.boyd@state.ma.us>
Cc: Chen, Danjue <Danjue_Chen@uml.edu>; 'DeCarlo, Jeffrey (DOT)' <jeffrey.decarlo@state.ma.us>; Michael Knodler <mknodler@engin.umass.edu>; Scott Uebelhart (suebelhartPhD@gmail.com) <suebelhartPhD@gmail.com>
Subject: RE: Aeronautics Drone Highway Incident Data Request (3 of 3)

Dear Michael and Nick,

Thank you for providing the data for our UAS research. We have completed the study and is working on finalizing the report.

As promised, attached is the draft report for you to review. We also plan to prepare a paper based on the report and submit it to the 2020 Transportation Research Board (TRB) Annual Meeting.

Please let us know if you have any comments on the report. The TRB paper in preparation is due on 8/1/2019. Given the approaching deadline, we were wondering if we can submit the TRB paper and send it to you for review simultaneously. We will not publish it without your approval. Thank you very much.

Regards,
Yuanchang

From: Fitzpatrick, Michael F. (DOT) <michael.f.fitzpatrick@state.ma.us>
Sent: Tuesday, October 9, 2018 11:13 AM
To: Xie, Yuanchang <Yuanchang_Xie@uml.edu>
Cc: Parra, Lorenzo G. (DOT) <lorenzo.parra@state.ma.us>
Subject: RE: Aeronautics Drone Highway Incident Data Request (3 of 3)

Yes, you may share, with the understanding it's limited to MassDOT folks & the and academic research team.

Michael F. Fitzpatrick
Massachusetts Department of Transportation, Highway Division
Superintendent of Systems Management
Highway Operations Center, Boston Massachusetts
www.mass.gov/MassDOT
o 617-946-3048
m 617-595-6303
Michael.F.Fitzpatrick@state.ma.us

From: Xie, Yuanchang [mailto:Yuanchang_Xie@uml.edu]
Sent: Monday, October 8, 2018 9:27 PM
To: Fitzpatrick, Michael F. (DOT) <Michael.F.Fitzpatrick@dot.state.ma.us>
Cc: Parra, Lorenzo G. (DOT) <Lorenzo.Parra@dot.state.ma.us>
Subject: RE: Aeronautics Drone Highway Incident Data Request (3 of 3)

Hi Mike and Lorenzo,

Thank you very much for sending us the data so promptly. A quick question, do you mind if I share this complete data set with my team members at UMass Amherst and MassDOT Aeronautics division? We will not share it with anyone outside this research team. Thank you very much.

Regards,
Yuanchang

From: Fitzpatrick, Michael F. (DOT) <michael.f.fitzpatrick@state.ma.us>
Sent: Thursday, October 4, 2018 4:08 PM
To: Xie, Yuanchang <Yuanchang_Xie@uml.edu>
Subject: RE: Aeronautics Drone Highway Incident Data Request (3 of 3)

done

Michael F. Fitzpatrick
Massachusetts Department of Transportation, Highway Division
Superintendent of Systems Management
Highway Operations Center, Boston Massachusetts
www.mass.gov/MassDOT
o 617-946-3048
m 617-595-6303
Michael.F.Fitzpatrick@state.ma.us

From: Xie, Yuanchang [mailto:Yuanchang_Xie@uml.edu]
Sent: Thursday, October 4, 2018 3:52 PM
To: Fitzpatrick, Michael F. (DOT) <Michael.F.Fitzpatrick@dot.state.ma.us>
Subject: RE: Aeronautics Drone Highway Incident Data Request (3 of 3)

I have only received the following two files.
- MA-ERS_events_2013-2018_0406.zip (15.7MB)
- 18Q1-Q3_I-Tracker logs.xlsx (5.5MB)

Could you please upload the rest to Google Drive <https://www.google.com/drive/>
Using username: umlcivil password: Research18

Thanks,
Yuanchang

From: Fitzpatrick, Michael F. (DOT) <michael.f.fitzpatrick@state.ma.us>
Sent: Thursday, October 4, 2018 3:09 PM
To: Xie, Yuanchang <Yuanchang_Xie@uml.edu>
Subject: RE: Aeronautics Drone Highway Incident Data Request (3 of 3)
Importance: High

I have access to all but One Drive.
How many files did you receive? It might be easier to send the balance in the time it's take to set up access.

I tried to send:
- MA-ERS_events_2013-2018_0406.zip (15.7MB)
- 2015 I-Tracker logs.xlsx (6.1MB)
- 2016 I-Tracker logs.xlsx (9.5MB)
- 2017 I-Tracker logs.xlsx (8.1MB)
- 18Q1-Q3_I-Tracker logs.xlsx (5.5MB)

Michael F. Fitzpatrick
Massachusetts Department of Transportation, Highway Division
Superintendent of Systems Management
Highway Operations Center, Boston Massachusetts
www.mass.gov/MassDOT
o 617-946-3048
m 617-595-6303
Michael.F.Fitzpatrick@state.ma.us

From: Xie, Yuanchang [mailto:Yuanchang_Xie@uml.edu]
Sent: Thursday, October 4, 2018 1:53 PM
To: Fitzpatrick, Michael F. (DOT) <Michael.F.Fitzpatrick@dot.state.ma.us>; Parra, Lorenzo G. (DOT) <Lorenzo.Parra@dot.state.ma.us>
Cc: suebelhartphd@gmail.com; temckenna@gmail.com
Subject: RE: Aeronautics Drone Highway Incident Data Request (3 of 3)

Can you use any of the following options: Dropbox, Box, One Drive, or Google Drive? If yes, I can create an account and send you the user name and password. Thank you.

Thanks,
Yuanchang

From: Fitzpatrick, Michael F. (DOT) <michael.f.fitzpatrick@state.ma.us>
Sent: Thursday, October 4, 2018 10:29 AM
To: Xie, Yuanchang <Yuanchang_Xie@uml.edu>; Parra, Lorenzo G. (DOT) <lorenzo.parra@state.ma.us>

Cc: suebelhartphd@gmail.com; temckenna@gmail.com

Subject: RE: Aeronautics Drone Highway Incident Data Request (3 of 3)

I thought I could fit files in 2 emails. That didn't work.

Got a 'size' alert from a few emails that #2 was too big for your system. Let me work on alternative delivery today.

Michael F. Fitzpatrick
Massachusetts Department of Transportation, Highway Division
Superintendent of Systems Management
Highway Operations Center, Boston Massachusetts
www.mass.gov/MassDOT
o 617-946-3048
m 617-595-6303
Michael.F.Fitzpatrick@state.ma.us

From: Xie, Yuanchang [mailto:Yuanchang_Xie@uml.edu]

Sent: Wednesday, October 3, 2018 10:04 PM

To: Fitzpatrick, Michael F. (DOT) <Michael.F.Fitzpatrick@dot.state.ma.us>; Parra, Lorenzo G. (DOT) <Lorenzo.Parra@dot.state.ma.us>

Cc: suebelhartphd@gmail.com; temckenna@gmail.com

Subject: RE: Aeronautics Drone Highway Incident Data Request (3 of 3)

Thank you very much Mike. I have received two emails from you. One has "1 of 2" in the subject line and the other one has "3 of 3". Should the "1 of 2" be "1 of 3"? and am I missing "2 of 3"?
Thank you.

Regards,
Yuanchang

From: Fitzpatrick, Michael F. (DOT) <michael.f.fitzpatrick@state.ma.us>

Sent: Wednesday, October 3, 2018 4:18 PM

To: Parra, Lorenzo G. (DOT) <lorenzo.parra@state.ma.us>; Xie, Yuanchang <Yuanchang_Xie@uml.edu>

Cc: suebelhartphd@gmail.com; temckenna@gmail.com

Subject: RE: Aeronautics Drone Highway Incident Data Request (3 of 3)

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Good afternoon,
Here are the balance of the files you requested to review.

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Event Reporting System (former Mass Highway) which does have geo-coding.

Because of file size restrictions, this will be 3 of 3 emails.

File : Incident Tracker for 18Q1-Q3.

Michael F. Fitzpatrick
Massachusetts Department of Transportation, Highway Division
Superintendent of Systems Management
Highway Operations Center, Boston Massachusetts
www.mass.gov/MassDOT
o 617-946-3048
m 617-595-6303
Michael.F.Fitzpatrick@state.ma.us

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

From: Parra, Lorenzo G. (DOT)

Sent: Friday, September 28, 2018 1:46 PM

To: Parra, Lorenzo G. (DOT); Xie, Yuanchang (Yuanchang_Xie@uml.edu); Fitzpatrick, Michael F. (DOT)

Cc: suebelhartphd@gmail.com; temckenna@gmail.com

Subject: Aeronautics Drone Highway Incident Data Request

When: Wednesday, October 3, 2018 1:00 PM-2:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where: HOC or Call 1-872-240-3301/ Code 385-012-429

From: [REDACTED]
To: [MSP-DL - Facial Rec ES](#)
Cc: [REDACTED]
Subject: FW: Facial Recognition
Date: Monday, July 29, 2019 8:48:20 AM
Attachments: [REDACTED]

Good Morning, as part of an on going investigation can you please run facial rec on the attached photo. Thank you

From: [REDACTED]
Sent: Friday, July 26, 2019 2:11 PM
To: [REDACTED]
Subject: Facial Recognition

[REDACTED]

As discussed can you run the attached through the available facial recognition platforms?

[REDACTED]
[REDACTED]

Homeland Security Investigations

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

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From: [REDACTED]
To: [Boyle, Christopher \(POL\)](#)
Subject: Fw: [REDACTED]
Date: Sunday, July 28, 2019 9:24:45 AM
Attachments: [S4851372.jpg](#)
[REDACTED]

Good Morning Lt. Boyle,

Just passing this information along regarding a motor vehicle stop I had this past week, during which time Fusion Center assisted me.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[Redacted]

[Redacted]

[Redacted]

[Redacted]
[Redacted]
[Redacted]

From: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Sent: Thursday, July 25, 2019 4:59 PM
To: [Redacted]@pol.state.ma.us
Subject: RE: Francisco Gabriel Velez Vega

Hello. Is there any way you could send the RMV Photo from PR to Lt. Christopher Boyle of the Fraud Identification Unit? Thank you!

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

From: [Redacted]@pol.state.ma.us
Sent: Wednesday, July 24, 2019 6:09 PM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Subject: Re: [Redacted]

Hi [Redacted],

Thank you for the help roadside. I really appreciate it. I ended up getting an RMV Photo for PR regarding the [Redacted]

[Redacted]
[Redacted]
[Redacted]

Thanks again.

Respectfully,

[REDACTED]
[REDACTED]
[REDACTED]

From: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Sent: Wednesday, July 24, 2019 5:24:57 PM
To: [REDACTED] <[\[REDACTED\]@pol.state.ma.us](mailto:[REDACTED]@pol.state.ma.us)>
Subject: RE: Francisco Gabriel Velez Vega

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

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.

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

From: [REDACTED] <[\[REDACTED\]@pol.state.ma.us](mailto:[REDACTED]@pol.state.ma.us)>
Sent: Wednesday, July 24, 2019 4:40 PM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Subject: Francisco Gabriel Velez Vega

Good Afternoon,

Can you please provide facial recognition for the following individual and let me know if they are different people?

Thank you,

[REDACTED]
[REDACTED]
[REDACTED]

From: [Malhotra, Danish \(DOT\)](#)
To: [Ariely, Michael \(DOT\)](#); [Boyle, Christopher \(DOT\)](#)
Subject: RE: [REDACTED]
Date: Friday, July 26, 2019 3:02:58 PM

[REDACTED]

Respectfully Submitted,

Tpr. Danny Malhotra #3642
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza 2nd Floor
Boston, MA 02116
danish.malhotra2@dot.state.ma.us
Office: (857) 368-9500
Desk: (857) 368-8622
Cell: (857)-324-0411
Fax: (857) 368-0649

From: Ariely, Michael (DOT)
Sent: Friday, July 26, 2019 3:02 PM
To: Malhotra, Danish (DOT); Boyle, Christopher (DOT)
Subject: RE: [REDACTED]
Importance: High

Danny Malhotra: [REDACTED] ?

From: Malhotra, Danish (DOT)
Sent: Friday, July 26, 2019 2:33 PM
To: Boyle, Christopher (DOT)
Cc: Ariely, Michael (DOT)
Subject: FW: Francisco Gabriel Velez Vega

Hi All,

Lt.:

- So all 6 license numbers listed below check out to be the same person.

1. [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

Mike Ariely:

Could you please add a [REDACTED]
[REDACTED]

[REDACTED]

Thank you. If you have any questions please let me know.

Respectfully Submitted,

*Tpr. Danny Malhotra #3642
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza 2nd Floor
Boston, MA 02116
danish.malhotra2@dot.state.ma.us
Office: (857) 368-9500
Desk: (857) 368-8622
Cell: (857)-324-0411
Fax: (857) 368-0649*

From: Boyle, Christopher (DOT)
Sent: Thursday, July 25, 2019 12:03 PM
To: Malhotra, Danish (DOT)
Subject: FW: [REDACTED]

From: [REDACTED]
Sent: Wednesday, July 24, 2019 9:48 PM
To: Boyle, Christopher (POL) <Christopher.Boyle@pol.state.ma.us>
Subject: FW: [REDACTED]

[REDACTED]

[REDACTED]

From: Commonwealth Fusion Center (POL)
Sent: Wednesday, July 24, 2019 6:15 PM
To: [REDACTED] <[\[REDACTED\]@pol.state.ma.us](mailto:[REDACTED]@pol.state.ma.us)>
Subject: RE: Francisco Gabriel Velez Vega

Hello. You are welcome. I forgot to list the licenses. They are:

[REDACTED]

[REDACTED]

From: [REDACTED] <[\[REDACTED\]@pol.state.ma.us](mailto:[REDACTED]@pol.state.ma.us)>
Sent: Wednesday, July 24, 2019 6:09 PM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Subject: Re: Francisco Gabriel Velez Vega

Hi [REDACTED],

Thank you for the help roadside. I really appreciate it. I ended up getting an RMV Photo for PR regarding the [REDACTED]

[REDACTED]

[REDACTED]

Thanks again.

Respectfully,

[REDACTED]

From: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Sent: Wednesday, July 24, 2019 5:24:57 PM
To: [REDACTED] <[\[REDACTED\]@pol.state.ma.us](mailto:[REDACTED]@pol.state.ma.us)>
Subject: RE: Francisco Gabriel Velez Vega

[REDACTED]

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.

[REDACTED]

From: [REDACTED] <[\[REDACTED\]@pol.state.ma.us](mailto:[REDACTED]@pol.state.ma.us)>
Sent: Wednesday, July 24, 2019 4:40 PM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Subject: Francisco Gabriel Velez Vega

Good Afternoon,

[Redacted]

Thank you,

[Redacted]

Respectfully Submitted,

***Tpr. Danny Malhotra #3642
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza 2nd Floor
Boston, MA 02116
danish.malhotra2@dot.state.ma.us
Office: (857) 368-9500
Desk: (857) 368-8622
Cell: (857)-324-0411
Fax: (857) 368-0649***

From: Boyle, Christopher (DOT)
Sent: Thursday, July 25, 2019 12:03 PM
To: Malhotra, Danish (DOT)
Subject: FW: [REDACTED]

From: [REDACTED]
Sent: Wednesday, July 24, 2019 9:48 PM
To: Boyle, Christopher (POL) <Christopher.Boyle@pol.state.ma.us>
Subject: FW: [REDACTED]

[REDACTED]

[REDACTED]

From: Commonwealth Fusion Center (POL)
Sent: Wednesday, July 24, 2019 6:15 PM
To: [REDACTED] <[\[REDACTED\]@pol.state.ma.us](mailto:[REDACTED]@pol.state.ma.us)>
Subject: RE: [REDACTED]

Hello. You are welcome. I forgot to list the licenses. They are:

[Redacted]

[Redacted]

From: [Redacted] <[\[Redacted\]@pol.state.ma.us](mailto:[Redacted]@pol.state.ma.us)>
Sent: Wednesday, July 24, 2019 6:09 PM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Subject: Re: [Redacted]

Hi [Redacted],

Thank you for the help roadside. I really appreciate it. I ended up getting an RMV Photo for PR regarding the [Redacted]
[Redacted]
[Redacted]
[Redacted]

Thanks again.

Respectfully,

[Redacted]
[Redacted]
[Redacted]

From: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Sent: Wednesday, July 24, 2019 5:24:57 PM
To: [Redacted] <[\[Redacted\]@pol.state.ma.us](mailto:[Redacted]@pol.state.ma.us)>
Subject: RE: [Redacted]

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

[REDACTED]

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.

[REDACTED]

From: [REDACTED] <[\[REDACTED\]@pol.state.ma.us](mailto:[REDACTED]@pol.state.ma.us)>
Sent: Wednesday, July 24, 2019 4:40 PM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Subject: Francisco Gabriel Velez Vega

Good Afternoon,

Can you please provide facial recognition for the following individual and let me know if they are different people?

Thank you,

[REDACTED]

Boston, MA 02116
danish.malhotra2@dot.state.ma.us
Office: (857) 368-9500
Desk: (857) 368-8622
Cell: (857)-324-0411
Fax: (857) 368-0649

From: Boyle, Christopher (DOT)
Sent: Thursday, July 25, 2019 12:03 PM
To: Malhotra, Danish (DOT)
Subject: FW: [REDACTED]

From: [REDACTED]
Sent: Wednesday, July 24, 2019 9:48 PM
To: [REDACTED]@pol.state.ma.us>
Subject: FW: [REDACTED]

[REDACTED]

[REDACTED]

From: Commonwealth Fusion Center (POL)
Sent: Wednesday, July 24, 2019 6:15 PM
To: [REDACTED]@pol.state.ma.us>
Subject: RE: [REDACTED]

Hello. You are welcome. I forgot to list the licenses. They are:

S48513728
S23840764
581693474
S87041813
S35710541
S26555883

[Redacted]

From: [Redacted] <[\[Redacted\]@pol.state.ma.us](mailto:[Redacted]@pol.state.ma.us)>
Sent: Wednesday, July 24, 2019 6:09 PM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Subject: Re: [Redacted]

Hi [Redacted],

[Redacted]

Thanks again.

Respectfully,

[Redacted]

From: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Sent: Wednesday, July 24, 2019 5:24:57 PM
To: [Redacted] <[\[Redacted\]@pol.state.ma.us](mailto:[Redacted]@pol.state.ma.us)>
Subject: RE: Francisco Gabriel Velez Vega

[Redacted]

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.

[REDACTED]

From: [REDACTED]@pol.state.ma.us
Sent: Wednesday, July 24, 2019 4:40 PM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Subject: [REDACTED]

Good Afternoon,

Can you please provide facial recognition for the following individual and let me know if they are different people?

Thank you,

[REDACTED]

From: [Malhotra, Danish \(DOT\)](#)
To: [Walker, Stephen \(DOT\)](#)
Subject: FW: Emailing: Springfield 7.19.19
Date: Friday, July 26, 2019 12:08:00 PM
Attachments: [Springfield 7.19.19.docx](#)

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

From: Boyle, Christopher (DOT)
Sent: Thursday, July 25, 2019 2:56 PM
To: Malhotra, Danish (DOT)
Subject: Emailing: Springfield 7.19.19

Your message is ready to be sent with the following file or link attachments:

Springfield 7.19.19

Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.

From: buildingengines@requestcom.com on behalf of [Chandra Wilkerson](#)
To: [Wilkerson, Chandra \(DOT\)](#)
Subject: STB 10 Park Plaza - Too Hot #1634269684
Date: Friday, July 26, 2019 11:47:55 AM

MASSDOT

WORK ORDER

Notification

Must Acknowledge By: 07/15/2019 04:01 PM
Must Complete By: 07/16/2019 01:19 PM
Date: 07/26/2019
Request #: [1634269684](#)
Status: Closed
Issue: Too Hot
Building: STB 10 Park Plaza
Address: 10 Park Plaza
Boston, MA 02116
Assignee: Chandra Wilkerson
Department: Enforcement Services (State Police)
Floor: 2
Suite: 2310
Location: Facial Recognition Unit
Person: Michael Ariely
Phone: 8573688601
Ext.:
Fax:
Email: michael.ariely@massmail.state.ma.us

Message: Task Status: Closed

From: buildingengines@requestcom.com on behalf of [Chandra Wilkerson](#)
To: [Alicea, Nelly \(DOT\)](#)
Subject: STB 10 Park Plaza - Too Hot #1634269684
Date: Friday, July 26, 2019 11:47:51 AM

MASSDOT

WORK ORDER

Notification

Must Acknowledge By: 07/15/2019 04:01 PM
Must Complete By: 07/16/2019 01:19 PM
Date: 07/26/2019
Request #: [1634269684](#)
Status: Closed
Issue: Too Hot
Building: STB 10 Park Plaza
Address: 10 Park Plaza
Boston, MA 02116
Assignee: Chandra Wilkerson
Department: Enforcement Services (State Police)
Floor: 2
Suite: 2310
Location: Facial Recognition Unit
Person: Michael Ariely
Phone: 8573688601
Ext.:
Fax:
Email: michael.ariely@massmail.state.ma.us

Message: Task Status: Closed

From: buildingengines@requestcom.com on behalf of [Bon Kaba](#)
To: [Alicea, Nelly \(DOT\)](#)
Subject: STB 10 Park Plaza - Too Hot #1634269684
Date: Friday, July 26, 2019 11:47:50 AM

MASSDOT

WORK ORDER

Notification

Must Acknowledge By: 07/15/2019 04:01 PM
Must Complete By: 07/16/2019 01:19 PM
Date: 07/26/2019
Request #: [1634269684](#)
Status: Closed
Issue: Too Hot
Building: STB 10 Park Plaza
Address: 10 Park Plaza
Boston, MA 02116
Assignee: Chandra Wilkerson
Department: Enforcement Services (State Police)
Floor: 2
Suite: 2310
Location: Facial Recognition Unit
Person: Michael Ariely
Phone: 8573688601
Ext.:
Fax:
Email: michael.ariely@massmail.state.ma.us

Message: Task Status: Closed

From: buildingengines@requestcom.com on behalf of [Bon Kaba](#)
To: [Ramirez, Maria \(DOT\)](#)
Subject: STB 10 Park Plaza - Too Hot #1634269684
Date: Friday, July 26, 2019 11:47:50 AM

MASSDOT

WORK ORDER

Notification

Must Acknowledge By: 07/15/2019 04:01 PM
Must Complete By: 07/16/2019 01:19 PM
Date: 07/26/2019
Request #: [1634269684](#)
Status: Closed
Issue: Too Hot
Building: STB 10 Park Plaza
Address: 10 Park Plaza
Boston, MA 02116
Assignee: Chandra Wilkerson
Department: Enforcement Services (State Police)
Floor: 2
Suite: 2310
Location: Facial Recognition Unit
Person: Michael Ariely
Phone: 8573688601
Ext.:
Fax:
Email: michael.ariely@massmail.state.ma.us

Message: Task Status: Closed

From: buildingengines@requestcom.com on behalf of [Chandra Wilkerson](#)
To: [Ramirez, Maria \(DOT\)](#)
Subject: STB 10 Park Plaza - Too Hot #1634269684
Date: Friday, July 26, 2019 11:47:50 AM

MASSDOT

WORK ORDER

Notification

Must Acknowledge By: 07/15/2019 04:01 PM
Must Complete By: 07/16/2019 01:19 PM
Date: 07/26/2019
Request #: [1634269684](#)
Status: Closed
Issue: Too Hot
Building: STB 10 Park Plaza
Address: 10 Park Plaza
Boston, MA 02116
Assignee: Chandra Wilkerson
Department: Enforcement Services (State Police)
Floor: 2
Suite: 2310
Location: Facial Recognition Unit
Person: Michael Ariely
Phone: 8573688601
Ext.:
Fax:
Email: michael.ariely@massmail.state.ma.us

Message: Task Status: Closed

From: buildingengines@requestcom.com on behalf of [Bon Kaba](#)
To: [Wilkerson, Chandra \(DOT\)](#)
Subject: STB 10 Park Plaza - Too Hot #1634269684
Date: Friday, July 26, 2019 11:47:49 AM

MASSDOT

WORK ORDER

Notification

Must Acknowledge By: 07/15/2019 04:01 PM
Must Complete By: 07/16/2019 01:19 PM
Date: 07/26/2019
Request #: [1634269684](#)
Status: Closed
Issue: Too Hot
Building: STB 10 Park Plaza
Address: 10 Park Plaza
Boston, MA 02116
Assignee: Chandra Wilkerson
Department: Enforcement Services (State Police)
Floor: 2
Suite: 2310
Location: Facial Recognition Unit
Person: Michael Ariely
Phone: 8573688601
Ext.:
Fax:
Email: michael.ariely@massmail.state.ma.us

Message: Task Status: Closed

From: [Boyle, Christopher \(DOT\)](#)
To: [Gawron, Stephen \(POL\)](#)
Cc: [Range, Scott \(POL\)](#)
Subject: FIU Weekly Stats 7.26.19
Date: Friday, July 26, 2019 11:40:00 AM
Attachments: [image004.png](#)

Captain,

Weekly FIU stats for week ending 07/26/19:

Arrests: 2

State Warrant for 90-24B Fraudulent Documents (2 counts)

State Warrant for motor vehicle violations

On Wednesday, July 24th the FIU was informed of a threat to employees at the Springfield branch. On Tuesday, July 23rd an individual that was caught cheating on a written license exam threatened to "get his 45." Troopers from B-3 Springfield initially responded but did not make contact with the individual. On Wednesday July 24th I was also informed that this report had escalated up through RMV channels. I contacted the Springfield barracks and troopers were able to locate the individual. He admitted that he shouldn't have said what he said and that it was said out of frustration. It should be noted that I viewed the footage of the incident and I do not believe that the individual was cheating. He did look at his phone but it appears that he did so in response to a text. The individual was angry because his right to test was suspended for 60 days.

The FIU received 1 new State To State referral to be investigated.

The FIU received 4 requests from local, state, and federal agencies for RMV documents in regards to on-going investigations.

The FIU replied to and assisted with 6 Facial Recognition requests from the Fusion Center.

I located approximately 140 FIU cases in ACISS that were previously approved but not closed. Those cases have been properly closed.

Facial Recognition stats:

Automated Matches: 4984

Data Errors: 40

Criminal Cases: 3

Agency Assists: 0

Respectfully,

Chris

Lieutenant Christopher Boyle #2710
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza, 2nd Floor
Boston, MA 02116
christopher.boyle@mass.gov
cell: 781-738-7286



From: [Boyle, Christopher \(DOT\)](#)
To: [Guarino, Sarah \(DOT\)](#)
Subject: RE: stats
Date: Friday, July 26, 2019 11:10:00 AM

Muy Bueno!

From: Guarino, Sarah (DOT)
Sent: Friday, July 26, 2019 11:10 AM
To: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Subject: stats

Buenos dias Chris! ☺

These are the stats for week 4.

Sarah Guarino
Facial Recognition Analyst (PC1)
Enforcement Services Unit, MassDOT/RMV
Direct: (857)368-8623
Fax: (857)368-0645
Email: sarah.guarino@dot.state.ma.us

From: [Guarino, Sarah \(DOT\)](#)
To: [Boyle, Christopher \(DOT\)](#)
Subject: stats
Date: Friday, July 26, 2019 11:09:56 AM
Attachments: [July 2019 Facial Rec Stats.xlsx](#)

Buenos dias Chris! ☺

These are the stats for week 4.

Sarah Guarino
Facial Recognition Analyst (PC1)
Enforcement Services Unit, MassDOT/RMV
Direct: (857)368-8623
Fax: (857)368-0645
Email: sarah.guarino@dot.state.ma.us

From: [Massachusetts State Police Records Management System](#)
To: [Boyle, Christopher \(POL\)](#)
Subject: ACISS Alert: INVESTIGATIVE REPORT Report awaiting approval!
Date: Friday, July 26, 2019 10:24:31 AM
Attachments: [CaseReport_2019-134-30_5.pdf](#)

From: ACISS (Massachusetts State Police)
Report 2019-134-30/5 (INVESTIGATIVE REPORT) was just sent for your approval.

From: [Massachusetts State Police Records Management System](#)
To: [Boyle, Christopher \(POL\)](#)
Subject: ACISS Alert: INVESTIGATIVE REPORT Report awaiting approval!
Date: Friday, July 26, 2019 10:20:25 AM
Attachments: [CaseReport_2019-134-30_2.pdf](#)

From: ACISS (Massachusetts State Police)
Report 2019-134-30/2 (INVESTIGATIVE REPORT) was just sent for your approval.

From: [Scott, James](#)
To: [Richards, Aaron](#); [James O'leary](#); [Andrew Player-NHSP \(andrew.player@dos.nh.gov\)](#); [Richard Dupont](#)
Cc: [Reilly, William](#); [William Planeta](#); [zzGallant, Steven \(POL\)](#); [Thompson, James \(DOT\)](#); [Malhotra, Danish \(DOT\)](#); [Walker, Stephen \(DOT\)](#); [Nolan, William J. \(DOT\)](#); [Halloran, Kenneth \(POL\)](#); [Rebeiro, Deborah \(POL\)](#); [Range, Scott \(POL\)](#); [Boyle, Christopher \(DOT\)](#); [David Silk \(david.silk@maine.gov\)](#); [Michael Ross \(michael.ross@maine.gov\)](#); [Ronald McGowen \(ronald.mcgowen@maine.gov\)](#); [Chad Foley \(chad.foley@maine.gov\)](#); [Darryl Touchette \(darryl.touchette@maine.gov\)](#); [Robyn Stankevitz \(robyn.stankevitz@maine.gov\)](#); [Jason Nein \(jason.nein@maine.gov\)](#); [John Gould \(john.gould@maine.gov\)](#); [Scott Corbett \(scotco@southportland.org\)](#); [Peter Theriault \(ptheriault@sabattus.org\)](#); [Gregory Mailhot \(gmailhot@sabattus.org\)](#); [Mary Sauschuck \(maryd@portlandmaine.gov\)](#); [Andjelko Napijalo \(andjelkon@portlandmaine.gov\)](#); [Bryan Amaral \(bamaral@oobmaine.com\)](#); [Daniel Morrison \(dmorrison@oobmaine.com\)](#); [Brian Rose \(brose@lewistonmaine.gov\)](#); [Nicholas Wiers \(nwiers@lewistonmaine.gov\)](#); [Zachary Provost \(zprovost@lewistonmaine.gov\)](#); [Tyler Michaud \(tmichaud@lewistonmaine.gov\)](#); [Tyler Martin \(tmartin@lewistonmaine.gov\)](#); [Robert McFetridge \(rmcfetridge@clinton-me.gov\)](#); [Eric Vanasse \(eric.vanasse@capeelizabeth.org\)](#); [Ben Davis \(ben.davis@capeelizabeth.org\)](#); [christine.buchanan@maine.gov](#); [Derek Dinsmore \(derek.f.dinsmore@maine.gov\)](#); [Mark Cushing \(Mark.Cushing@mvc.nj.gov\)](#); [Timothy O'Donohue \(timothy.odonohue@mvc.nj.gov\)](#); [John Williamson \(john.williamson@mvc.nj.gov\)](#); [Karen St Germain \(Karen.StGermain@la.gov\)](#); [Jill Jarreau](#); [Staci Hoyt \(staci.hoyt@la.gov\)](#); [Michael A Daniel \(michael.a.daniel@la.gov\)](#)
Subject: Fw: Previous identified Impostor with valid Mass License who was identified by Lowell PD Det. Burd has made it back into U.S. after deportation.
Date: Friday, July 26, 2019 9:45:50 AM

From Bradley, take a look, both attachments the same I just cropped 2nd. Jay I don't have the back!! but your right!

James Scott, Special Police Officer, Retired-Saugus MA PD
Identity Theft Expert/Instructor of the Universal Identity Theft Recognition Program
"Identifying the Impostor".

From: SHAVER, BRADLEY A <BRADLEY.A.SHAVER@CBP.DHS.GOV>
Sent: Friday, July 26, 2019 8:14 AM
To: Scott, James
Subject: [Probable Spam] RE: Previous identified Impostor with valid Mass License who was identified by Lowell PD Det. Burd has made it back into U.S. after deportation.

Jimmy,

Is there an image of a seal anywhere on this document? We just identified a subject here in Ohio, going through our counterparts in PR... (see attached). Even the PR guys said it was a pretty good forgery.

We are working a case now with the Ohio BMV, and our DBFTF, with direct ties to your area... can't give a lot of details, but we've arrested 3 this week, identified a handful of others, and sent Kathy some id's to de-conflict. She's finding lots of impostors up your way... MA, MD, NJ, NY...

Thank you,

Bradley A. Shaver
Border Patrol Agent - Intelligence
Detroit Sector Intelligence Unit (SIU)
Sandusky Bay Intelligence Detachment (Ohio)

D 419 732-4429

C 586 522-2352

Bradley.A.Shaver@cbp.dhs.gov

"Amplexibus Quod Sugentes"

From: Scott, James <JScott@sauguspd.com>

Sent: Friday, July 26, 2019 8:04 AM

Subject: Previous identified Impostor with valid Mass License who was identified by Lowell PD Det. Burd has made it back into U.S. after deportation.

Hi Team, nice grab here by State Police out in Sturbridge during a traffic stop last Friday night. They were not fooled by the pretty good fraudulent "Real ID" Puerto Rico license. Running that OLN does come back to a PR License under that same Name however the Dob is different. They were also able to get a facial recognition hit using our Fusion Center. The Fusion Center did a nice job getting a hit on two of his previous Mass Licenses under Impostor identities. I hope the Fusion Center is thinking of rolling all our arrest/booking photos from AFISR into the same facial recognition data base! Imagine this same type of data base New England wide! This would be very bad for the bad guys! The access to this type of "Third Thumb Print" my new term, roadside would be amazing. When me and Kathy saw the license photo we knew we has seen this Impostor before and "ICE Man Craig Hamel" recognized him right away as someone he had deported last year.

His real name is Melvin Mateo and Lowell still had a felony trafficking warrant out for his arrest. This works out very well when the DA's office does not dismiss the drug case just because the suspect has been deported. All of this gave the Troopers more than enough to take this known impostor into custody. I'm hoping the Secure Communities alarm went off and he was grabbed the following Monday in court. The obvious questions is how was he able to easily make it back into the U.S.? Does his employer, the drug cartel have a clear path of entry we don't know about? He would make a great interview. This Lowell case was also one of our first facial recognition hits using the agencies assigned to the Dominican Rep. Again, this is the same facial recognition the ACLU and Somerville don't want us using! Are we really that concerned about these drug dealers alleged rights?

James Scott, Special Police Officer, Retired-Saugus MA PD
Identity Theft Expert/Instructor of the Universal Identity Theft Recognition Program
"Identifying the Impostor".

From: [Scott, James](#)
Subject: Previous identified Impostor with valid Mass License who was identified by Lowell PD Det. Burd has made it back into U.S. after deportation.
Date: Friday, July 26, 2019 8:03:48 AM

Hi Team, nice grab here by State Police out in Sturbridge during a traffic stop last Friday night. They were not fooled by the pretty good fraudulent "Real ID" Puerto Rico license. Running that OLN does come back to a PR License under that same Name however the Dob is different. They were also able to get a facial recognition hit using our Fusion Center. The Fusion Center did a nice job getting a hit on two of his previous Mass Licenses under Impostor identities. I hope the Fusion Center is thinking of rolling all our arrest/booking photos from AFISR into the same facial recognition data base! Imagine this same type of data base New England wide! This would be very bad for the bad guys! The access to this type of "Third Thumb Print" my new term, roadside would be amazing. When me and Kathy saw the license photo we knew we has seen this Impostor before and "ICE Man Craig Hamel" recognized him right away as someone he had deported last year.

His real name is Melvin Mateo and Lowell still had a felony trafficking warrant out for his arrest. This works out very well when the DA's office does not dismiss the drug case just because the suspect has been deported. All of this gave the Troopers more than enough to take this known impostor into custody. I'm hoping the Secure Communities alarm went off and he was grabbed the following Monday in court. The obvious questions is how was he able to easily make it back into the U.S.? Does his employer, the drug cartel have a clear path of entry we don't know about? He would make a great interview. This Lowell case was also one of our first facial recognition hits using the agencies assigned to the Dominican Rep. Again, this is the same facial recognition the ACLU and Somerville don't want us using! Are we really that concerned about these drug dealers alleged rights?

James Scott, Special Police Officer, Retired-Saugus MA PD
Identity Theft Expert/Instructor of the Universal Identity Theft Recognition Program
"Identifying the Impostor".

From: [Bedard, David \(DOT\)](#)
To: [Wood, Matthew \(DOT\)](#)
Subject: Re: Idemia in Springfield
Date: Thursday, July 25, 2019 4:35:12 PM

Primerano or Sye should at a minimum be involved for awareness and mark newton. Thanks

On Jul 25, 2019, at 2:04 PM, Wood, Matthew (DOT) <Matthew.Wood@dot.state.ma.us> wrote:

Hi Dave,

We are going to set up an architectural discussion to understand the Idemia facial recognition requirements. John will bring the right people from TSS, and I can bring in the right Ops people. We will obviously need Idemia. Is there anyone else?

Thanks

Matt

Matthew Wood

Deputy CTO MassDOT
10 Park Plaza Boston, MA 02116
857-368-9970 (office)
617-352-0530 (mobile)

From: David.Bedard@dot.state.ma.us
To: [Wood, Matthew \(DOT\)](#)
Subject: Re: Idemia in Springfield
Date: Thursday, July 25, 2019 4:35:10 PM

Primerano or Sye should at a minimum be involved for awareness and mark newton. Thanks

On Jul 25, 2019, at 2:04 PM, Wood, Matthew (DOT) <Matthew.Wood@dot.state.ma.us> wrote:

Hi Dave,

We are going to set up an architectural discussion to understand the Idemia facial recognition requirements. John will bring the right people from TSS, and I can bring in the right Ops people. We will obviously need Idemia. Is there anyone else?

Thanks

Matt

Matthew Wood

Deputy CTO MassDOT
10 Park Plaza Boston, MA 02116
857-368-9970 (office)
617-352-0530 (mobile)

From: [Boyle, Christopher \(DOT\)](#)
To: [REDACTED]
Subject: RE: [REDACTED]
Date: Thursday, July 25, 2019 4:21:00 PM

[REDACTED],

No need to do the form. Is there any way you can get the image from Tpr [REDACTED] [REDACTED]?

Thanks,

Chris

From: [REDACTED]
Sent: Wednesday, July 24, 2019 9:48 PM
To: Boyle, Christopher (POL) <Christopher.Boyle@pol.state.ma.us>
Subject: FW: [REDACTED]

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

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

From: Commonwealth Fusion Center (POL)
Sent: Wednesday, July 24, 2019 6:15 PM
To: [REDACTED] <[\[REDACTED\]@pol.state.ma.us](mailto:[REDACTED]@pol.state.ma.us)>
Subject: RE: [REDACTED]

Hello. You are welcome. I forgot to list the licenses. They are:

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

[Redacted]

From: Lawlor Jr, Daniel (POL) <Daniel.LawlorJr@pol.state.ma.us>
Sent: Wednesday, July 24, 2019 6:09 PM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Subject: Re: [Redacted]

Hi [Redacted]

[Redacted]

Thanks again.

Respectfully,

[Redacted]

From: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Sent: Wednesday, July 24, 2019 5:24:57 PM
To: [Redacted] <[\[Redacted\]@pol.state.ma.us](mailto:[Redacted]@pol.state.ma.us)>
Subject: [Redacted]

[Redacted]

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.

[REDACTED]

From: [REDACTED]@pol.state.ma.us
Sent: Wednesday, July 24, 2019 4:40 PM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Subject: [REDACTED]

Good Afternoon,

Can you please provide facial recognition for the following individual and let me know if they are different people?

Thank you,

[REDACTED]

From: [Boyle, Christopher \(DOT\)](#)
To: [Malhotra, Danish \(DOT\)](#)
Subject: Emailing: Springfield 7.19.19
Date: Thursday, July 25, 2019 2:55:00 PM
Attachments: [Springfield 7.19.19.docx](#)

Your message is ready to be sent with the following file or link attachments:

Springfield 7.19.19

Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.

From: [Wood, Matthew \(DOT\)](#)
To: [Bedard, David \(DOT\)](#)
Subject: Idemia in Springfield
Date: Thursday, July 25, 2019 2:04:07 PM

Hi Dave,

We are going to set up an architectural discussion to understand the Idemia facial recognition requirements. John will bring the right people from TSS, and I can bring in the right Ops people. We will obviously need Idemia. Is there anyone else?

Thanks

Matt

Matthew Wood

Deputy CTO MassDOT
10 Park Plaza Boston, MA 02116
857-368-9970 (office)
617-352-0530 (mobile)

From: [Orenberg, Joshua \(DOT\)](#)
To: [Freire, Ingrid \(DOT\)](#)
Cc: [Macdonald, Alan \(DOT\)](#); [Ogilvie, Colleen \(DOT\)](#)
Subject: Updated Org Chart.pdf
Date: Thursday, July 25, 2019 12:06:00 PM
Attachments: [Updated Org Chart.pdf](#)
[Copy of Copy of RMV Staff List and Organization Charts v2.2 \(2\).xlsx](#)

Hi, the 2nd attachment that says copy of copy is the furthest thing I have back. It is for 2015 and some of 2016. It is also the closest thing I have to an org chart type of document.

From: [Boyle, Christopher \(DOT\)](#)
To: [Malhotra, Danish \(DOT\)](#)
Subject: FW: [REDACTED]
Date: Thursday, July 25, 2019 12:03:00 PM

From: [REDACTED]
Sent: Wednesday, July 24, 2019 9:48 PM
To: Boyle, Christopher (POL) <Christopher.Boyle@pol.state.ma.us>
Subject: FW: [REDACTED]

[REDACTED]

[REDACTED]

From: Commonwealth Fusion Center (POL)
Sent: Wednesday, July 24, 2019 6:15 PM
To: [REDACTED] [r@pol.state.ma.us](mailto:[REDACTED]@pol.state.ma.us)>
Subject: RE: Francisco Gabriel Velez Vega

Hello. You are welcome. I forgot to list the licenses. They are:

[REDACTED]

[REDACTED]

From: [REDACTED]@pol.state.ma.us
Sent: Wednesday, July 24, 2019 6:09 PM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Subject: Re: Francisco Gabriel Velez Vega

Hi [REDACTED]

Thank you for the help roadside. I really appreciate it. I ended up getting an RMV Photo for PR regarding the [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

Thanks again.

Respectfully,

[REDACTED]
[REDACTED]
[REDACTED]

From: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Sent: Wednesday, July 24, 2019 5:24:57 PM
To: [REDACTED]@pol.state.ma.us
Subject: RE: Francisco Gabriel Velez Vega

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

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.

[REDACTED]
[REDACTED]
[REDACTED]

[Redacted]

From: [Redacted] <[\[Redacted\]@pol.state.ma.us](mailto:[Redacted]@pol.state.ma.us)>
Sent: Wednesday, July 24, 2019 4:40 PM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Subject: [Redacted]

Good Afternoon,

Can you please provide facial recognition for the following individual and let me know if they are different people?

Thank you,

[Redacted]

From: [Boyle, Christopher \(DOT\)](#)
To: [Malhotra, Danish \(DOT\)](#)
Subject: FW: Possible Fraudulent Identification - Request for Facial Recognition - DEA Boston Office
Date: Thursday, July 25, 2019 12:03:00 PM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Tuesday, July 23, 2019 4:36 PM
To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Subject: Possible Fraudulent Identification - Request for Facial Recognition - DEA Boston Office

Good Afternoon,

Please find the information below regarding a facial recognition request from the DEA Boston Office, which revealed several possible fraudulent identifications. The Possible Fraudulent Identification Form and all relevant CJIS RMV 1 information are attached.

Respectfully,

[REDACTED]

From: Commonwealth Fusion Center (POL)
Sent: Tuesday, July 23, 2019 4:17 PM
To: [REDACTED] [@usdoj.gov](mailto:[REDACTED]@usdoj.gov)>
Subject: RE: Request for Facial Recognition

Good Afternoon,

A query of the facial recognition system returns several possible matches for your subject. I have listed the names, DOBs, and MA Driver's License numbers below. I have also attached the Massachusetts Driver's License information for your review. Due to the age of the license, the information is no longer available for the license # [REDACTED] associated with the [REDACTED]

[REDACTED] [REDACTED] [REDACTED]

[REDACTED]

The result of a facial 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.

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.

Please let us know if you need any additional assistance.

Respectfully,
Justin

[REDACTED]

From: [REDACTED]@usdoj.gov
Sent: Tuesday, July 23, 2019 3:30 PM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Subject: Request for Facial Recognition

Good afternoon,

I am an analyst working in the DEA Boston office. We are trying to fully identify a target under case number [REDACTED]. Can you please run the two attached photos through facial recognition?

Please let me know if you need any further information.

Thank you,
Candace

[REDACTED]

From: [Burton, Lisa \(DOT\)](#)
To: [Klosek, Kevin \(DOT\)](#)
Subject: RE: Facial Recognition
Date: Thursday, July 25, 2019 9:48:34 AM

nope. that's it. can you give me a call when your get a chance? I have a MB story.

From: Klosek, Kevin (DOT)
Sent: Thursday, July 25, 2019 9:48 AM
To: Burton, Lisa (DOT)
Subject: RE: Facial Recognition

Are there s#'s?

From: Burton, Lisa (DOT)
Sent: Thursday, July 25, 2019 9:44 AM
To: Klosek, Kevin (DOT)
Subject: FW: Facial Recognition

From: Donnelly, Linda (DOT)
Sent: Thursday, July 18, 2019 10:56 AM
To: Burton, Lisa (DOT)
Subject: Facial Recognition

Good Morning Lisa,

I meant to send this to your attention last month, but when I was auditing a clerk, the pictures kept being taken with the person looking to the side. And since this is face recognition they should be looking straight on.

Just want to bring to your attention. Two have a license and 1 has a permit and MA ID.

The one for [REDACTED] has been corrected on 07/03/19 by KKlosek ? Not sure whom that is, but maybe filled in at your office on that day.

Just a heads up for customers its used as face recognition now. ☺

Hope you are doing well, I miss you guys. Have a great day!

Linda Donnelly ☺

Linda Donnelly
Massachusetts Department of Transportation
Audit Operations/Auditor II
Field Services
10 Park Plaza, Suite 7130

Boston, MA 02116

Cell: 617-939-1814

Linda.donnely@dot.state.ma.us



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From: [Klosek, Kevin \(DOT\)](#)
To: [Burton, Lisa \(DOT\)](#)
Subject: RE: Facial Recognition
Date: Thursday, July 25, 2019 9:47:00 AM

Are there s#'s?

From: Burton, Lisa (DOT)
Sent: Thursday, July 25, 2019 9:44 AM
To: Klosek, Kevin (DOT)
Subject: FW: Facial Recognition

From: Donnelly, Linda (DOT)
Sent: Thursday, July 18, 2019 10:56 AM
To: Burton, Lisa (DOT)
Subject: Facial Recognition

Good Morning Lisa,

I meant to send this to your attention last month, but when I was auditing a clerk, the pictures kept being taken with the person looking to the side. And since this is face recognition they should be looking straight on.

Just want to bring to your attention. Two have a license and 1 has a permit and MA ID.

The one for [REDACTED] has been corrected on 07/03/19 by KKlosek ? Not sure whom that is, but maybe filled in at your office on that day.

Just a heads up for customers its used as face recognition now. 😊

Hope you are doing well, I miss you guys. Have a great day!

Linda Donnelly 😊

Linda Donnelly
Massachusetts Department of Transportation
Audit Operations/Auditor II
Field Services
10 Park Plaza, Suite 7130
Boston, MA 02116
Cell: 617-939-1814
Linda.donnelly@dot.state.ma.us



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From: [Burton, Lisa \(DOT\)](#)
To: [Klosek, Kevin \(DOT\)](#)
Subject: FW: Facial Recognition
Date: Thursday, July 25, 2019 9:44:27 AM

From: Donnelly, Linda (DOT)
Sent: Thursday, July 18, 2019 10:56 AM
To: Burton, Lisa (DOT)
Subject: Facial Recognition

Good Morning Lisa,

I meant to send this to your attention last month, but when I was auditing a clerk, the pictures kept being taken with the person looking to the side. And since this is face recognition they should be looking straight on.

Just want to bring to your attention. Two have a license and 1 has a permit and MA ID.

The one for [REDACTED] has been corrected on 07/03/19 by KKlosek ? Not sure whom that is, but maybe filled in at your office on that day.

Just a heads up for customers its used as face recognition now. 😊

Hope you are doing well, I miss you guys. Have a great day!

Linda Donnelly 😊

Linda Donnelly
Massachusetts Department of Transportation
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10 Park Plaza, Suite 7130
Boston, MA 02116
Cell: 617-939-1814
Linda.donnelly@dot.state.ma.us



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From: [Orenberg, Joshua \(DOT\)](#)
To: [Macdonald, Alan \(DOT\)](#); [Freire, Ingrid \(DOT\)](#); [Lavoie, Sara \(DOT\)](#)
Cc: [Ogilvie, Colleen \(DOT\)](#)
Subject: RE: Public Records Request
Date: Thursday, July 25, 2019 9:37:42 AM
Attachments: [RMV Org Chart Updated July19.pdf](#)
[RMV Org Chart Updated July18.pdf](#)
[orgchart2pdf.pdf](#)

I have attached copies of the org chart from 2019-18 and 17

From: Macdonald, Alan (DOT)
Sent: Thursday, July 25, 2019 9:18 AM
To: Freire, Ingrid (DOT); Lavoie, Sara (DOT)
Cc: Ogilvie, Colleen (DOT); Orenberg, Joshua (DOT)
Subject: RE: Public Records Request

Josh has provided copies of the org charts to at least 5 different people over the past week or so. I honestly don't understand how there is an outstanding request for this.

I copied Josh on this so he can provide again.

A

From: Freire, Ingrid (DOT) <Ingrid.Freire@dot.state.ma.us>
Sent: Thursday, July 25, 2019 9:15 AM
To: Macdonald, Alan (DOT) <alan.macdonald@dot.state.ma.us>; Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>
Cc: Ogilvie, Colleen (DOT) <Colleen.Ogilvie@dot.state.ma.us>
Subject: RE: Public Records Request

Alan and Sara,

The Requestor has filed an appeal for these records. Could you send them to me ASAP?

Thanks,

Ingrid

Ingrid M. Freire
Legal Counsel

Massachusetts Department of Transportation
10 Park Plaza, Room 3510 | Boston, MA 02116
Direct | 857-368-8785

From: Freire, Ingrid (DOT)
Sent: Monday, July 22, 2019 7:13 PM

To: Ogilvie, Colleen (DOT) <Colleen.Ogilvie@dot.state.ma.us>
Cc: Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>; Macdonald, Alan (DOT) <alan.macdonald@dot.state.ma.us>
Subject: RE: Public Records Request

Thank you!!

From: Ogilvie, Colleen (DOT)
Sent: Monday, July 22, 2019 7:12 PM
To: Freire, Ingrid (DOT) <Ingrid.Freire@dot.state.ma.us>
Cc: Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>; Macdonald, Alan (DOT) <alan.macdonald@dot.state.ma.us>
Subject: RE: Public Records Request

Hi Ingrid,
You did not mention this last week. I am not the best person for this request but I have copied Alan and Sara on this email as they would be the best employees to respond.

Colleen

From: Freire, Ingrid (DOT)
Sent: Monday, July 22, 2019 6:44 PM
To: Ogilvie, Colleen (DOT)
Subject: Public Records Request

Hi Colleen,

We received the following public records request, which I may have mentioned to you last week.

1. *Any/all organizational charts and/or lists of personnel who work currently in the RMV's State to State Unit*
2. *Any/all organizational charts and/or lists of personnel who worked in the Driver Control Unit as of Sept. 2016*

Are you the best person to contact for help in gathering these documents, or should I reach out to someone else?

Thanks for your help with this.

Best,

Ingrid

Ingrid M. Freire
Legal Counsel

Massachusetts Department of Transportation
10 Park Plaza, Room 3510 | Boston, MA 02116
Direct | 857-368-8785

From: [BOLGER, ERIC](#)
To: [Malhotra, Danish \(DOT\)](#)
Subject: Re: Facial Recognition
Date: Thursday, July 25, 2019 8:00:14 AM

No yet

Sent from my iPhone

On Jul 25, 2019, at 07:52, Malhotra, Danish (DOT) <danish.malhotra2@state.ma.us> wrote:

Hey Eric,

Did anyone from my unit take care of this for you?

Respectfully Submitted,

***Tpr. Danny Malhotra #3642
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza 2nd Floor
Boston, MA 02116
danish.malhotra2@dot.state.ma.us
Office: (857) 368-9500
Desk: (857) 368-8622
Cell: (857)-324-0411
Fax: (857) 368-0649***

From: BOLGER, ERIC [REDACTED] [@nypd.org](mailto:[REDACTED]@nypd.org)
Sent: Thursday, July 18, 2019 6:45 PM
To: MSP-DL - Facial Rec ES
Subject: Facial Recognition

In reference to DFS case [REDACTED], I request a facial recognition be conducted for the following and submitted images.

Det. Eric Bolger

New York City Police Department

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



From: [Malhotra, Danish \(DOT\)](#)
To: [Thomas Finn; MSP-DL - Facial Rec ES](#)
Subject: RE: Facial Recognition Inquiry
Date: Thursday, July 25, 2019 7:54:41 AM

Good Morning Det. Finn,

At this time the submissions are only compared to RMV photos sir.

Respectfully Submitted,

Tpr. Danny Malhotra #3642
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza 2nd Floor
Boston, MA 02116
danish.malhotra2@dot.state.ma.us
Office: (857) 368-9500
Desk: (857) 368-8622
Cell: (857)-324-0411
Fax: (857) 368-0649

From: Thomas Finn [REDACTED]@pd.boston.gov]
Sent: Wednesday, July 24, 2019 5:53 PM
To: MSP-DL - Facial Rec ES
Subject: Facial Recognition Inquiry

Sir / Ma'am,

I had a general question with respect to facial recognition submissions. Are facial recognition submissions compared ONLY to RMV photos, or are they also compared to booking photographs?

Thank you for your time.

Det. Thomas Finn

[REDACTED]

--
--

Thomas J. Finn
Detective
Boston Police Department

[REDACTED]

[REDACTED]



From: [Malhotra, Danish \(DOT\)](#)
To: [BOLGER, ERIC](#)
Subject: RE: Facial Recognition
Date: Thursday, July 25, 2019 7:52:00 AM

Hey Eric,

Did anyone from my unit take care of this for you?

Respectfully Submitted,

***Tpr. Danny Malhotra #3642
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza 2nd Floor
Boston, MA 02116
danish.malhotra2@dot.state.ma.us
Office: (857) 368-9500
Desk: (857) 368-8622
Cell: (857)-324-0411
Fax: (857) 368-0649***

From: BOLGER, ERIC [REDACTED]@nypd.org]
Sent: Thursday, July 18, 2019 6:45 PM
To: MSP-DL - Facial Rec ES
Subject: Facial Recognition

In reference to DFS case [REDACTED] 5, I request a facial recognition be conducted for the following and submitted images.

Det. Eric Bolger

New York City Police Department

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

From: [REDACTED]
To: [Boyle, Christopher \(POL\)](#)
Subject: FW: [REDACTED]
Date: Wednesday, July 24, 2019 9:47:59 PM

[REDACTED]

[REDACTED]

From: Commonwealth Fusion Center (POL)
Sent: Wednesday, July 24, 2019 6:15 PM
To: [REDACTED]@pol.state.ma.us>
Subject: RE: Francisco Gabriel Velez Vega

Hello. You are welcome. I forgot to list the licenses. They are:

[REDACTED]

[REDACTED]

From: [REDACTED]@pol.state.ma.us>
Sent: Wednesday, July 24, 2019 6:09 PM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Subject: Re: [REDACTED]

Hi [REDACTED],

[REDACTED]

Thanks again.

Respectfully,

[REDACTED]

From: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Sent: Wednesday, July 24, 2019 5:24:57 PM
To: [REDACTED] <[\[REDACTED\]@pol.state.ma.us](mailto:[REDACTED]@pol.state.ma.us)>
Subject: RE: Francisco Gabriel Velez Vega

[REDACTED]

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.

[REDACTED]

[REDACTED] <[\[REDACTED\]@pol.state.ma.us](mailto:[REDACTED]@pol.state.ma.us)>
Sent: Wednesday, July 24, 2019 4:40 PM

To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>

Subject: [REDACTED]

Good Afternoon,

Can you please provide facial recognition for the following individual and let me know if they are different people?

Thank you,

[REDACTED]
[REDACTED]
[REDACTED]

From: [Lenicheck, Jonathan \(DOT\)](#)
To: [Jacque Goddard](#)
Date: Wednesday, July 24, 2019 5:09:00 PM

<https://www.wbur.org/news/2019/07/10/aclu-massdot-facial-recognition-lawsuit>

Jon Lenicheck
Assistant Secretary for Intergovernmental Relations
Massachusetts Department of Transportation

Office: 857-368-8891
Mobile: 857-291-7659

From: [Goddard, Jacquelyn \(DOT\)](#)
To: [Finlaw, Sarah \(GOV\)](#)
Subject: pending discussion
Date: Wednesday, July 24, 2019 2:56:00 PM
Attachments: [MEDIAMEDIA-RELATEDPublicRecordsOverview-OpenMassDOT&MBTA.pdf](#)

From: [Thomas Finn](#)
To: [MSP-DL - Facial Rec ES](#)
Subject: Facial Recognition Inquiry
Date: Wednesday, July 24, 2019 5:53:23 PM

Sir / Ma'am,

I had a general question with respect to facial recognition submissions. Are facial recognition submissions compared ONLY to RMV photos, or are they also compared to booking photographs?

Thank you for your time.

Det. Thomas Finn

[REDACTED]

--

--

Thomas J. Finn

Detective

Boston Police Department

[REDACTED]

[REDACTED]

[REDACTED]

From: [Boyle, Christopher \(DOT\)](#)
To: [REDACTED]
Subject: FW: Request for facial recognition
Date: Wednesday, July 24, 2019 9:26:00 AM
Attachments: [ATT00001.txt](#)

Cristina,

Please look into this.

It looks like it is tied to an old case of yours: [REDACTED].

Chris

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

From: Commonwealth Fusion Center (POL)

Sent: Tuesday, July 23, 2019 9:37 PM

To: [REDACTED]

Subject: FW: Request for facial recognition

Good evening. Richard Poirier requested facial recognition on a license that had a possible match to [REDACTED] with the image that was captured on [REDACTED]. When I entered [REDACTED], another alias that seems to match his image is [REDACTED]. Attached is the fraudulent form with the information, the R1 and the original request for your review. If you need any additional information, please let me know. Thanks.

[REDACTED]

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

From: [REDACTED] <[REDACTED]@usdoj.gov>

Sent: Tuesday, July 23, 2019 2:32 PM

To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>

Subject: Request for facial recognition

Sirs,

Could you please put these guys in for facial recognition.

Thank you,

Rick Poirier

[REDACTED]

From: [Kelley, Patricia \(DOT\)](#)
To: [Melody Nash](#)
Cc: [Kelley, Patricia \(DOT\)](#)
Subject: RE: Driving record question
Date: Wednesday, July 24, 2019 9:19:58 AM

Good Morning Det. Nash,

This complaint type would be against the driver. It was a facial recognition case handled in our Enforcement Services Unit. Based on the file note below, she was cleared of the allegation of fraud:

FINDING:

#12-RMV-00478 CASE CLOSED - NO FRAUD - CUSTOMER CHANGED HER NAME AND SSN DUE TO DOMESTIC ABUSE ISSUES - [REDACTED] IS CONVERTED TO [REDACTED] - S [REDACTED] IS BLOCKED AND HID BEHIND [REDACTED]

Please let me know if you have any additional questions or concerns.

Patricia A Kelley
Program Coordinator III
Driver Control Unit
MA DOT/RMV Division
857-368-4768

From: [REDACTED]@pd.boston.gov]
Sent: Tuesday, July 23, 2019 5:47 PM
To: Kelley, Patricia (DOT)
Subject: Driving record question

Hello Ms Kelley,

I'm conducting a background investigation for an applicant for the Boston Police Department.

I have questions about an entry on [REDACTED] driving record: A complaint of fraudulent license/Id.

Was this a complaint against the driver? Was the complaint resolved and if so was the driver cleared or found responsible?

I've attached the driving record and a release of information form from the applicant.

Thank you for your time.

Detective Melody Nash

Boston Police Department

Detailed to:

Recruit Investigations
10 Linden ST

Boston, MA 02122

617-343-5010
fax 617-343-5083

Permanent assignment:

District A-1
40 New Sudbury ST
Boston, MA 02114



From: [Commonwealth Fusion Center \(POL\)](#)

To: [REDACTED]

Subject: FW: Request for facial recognition

Date: Tuesday, July 23, 2019 9:36:41 PM

Attachments: [ATT00001.txt](#)

Good evening. Richard Poirier requested facial recognition on a license that had a possible match to [REDACTED] with the image that was captured on [REDACTED]. When I entered [REDACTED] another alias that seems to match his image is [REDACTED]. Attached is the fraudulent form with the information, the R1 and the original request for your review. If you need any additional information, please let me know. Thanks.

[REDACTED]

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

From: Poirier, Richard P. [REDACTED]@usdoj.gov>

Sent: Tuesday, July 23, 2019 2:32 PM

To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>

Subject: Request for facial recognition

Sirs,

Could you please put these guys in for facial recognition.

Thank you,

Rick Poirier

[REDACTED]

From: [Mike Allen](#)
To: [Goddard, Jacquelyn \(DOT\)](#)
Subject: Axios PM: Trump's ICE raids fall flat — Boris pics — Trump suing over tax returns
Date: Tuesday, July 23, 2019 4:46:36 PM



[View in browser](#)

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Axios PM

By Mike Allen · Jul 23, 2019

Good afternoon: Today's PM — edited by Justin Green — is 524 words, a 2 minute read.

Situational awareness: "Facebook deceived users about the way it used phone numbers, facial recognition, FTC to allege in complaint." ([WashPost](#))

Breaking... Jim Comey tells MSNBC about tomorrow's Mueller testimony: "Director Mueller I think, if pressed, would reach a decision at least on some of [obstruction allegations] that there is sufficient evidence to charge the president."

- "But again, he's a principled person trying to be fair, and said, 'I shouldn't be doing that given that the man can't vindicate himself.'"

1 big thing: Trump's ICE raids were a dud



Photo: Nicholas Kamm/AFP/Getty Images

Judging by the numbers alone, the much-touted ICE raids were far from a success.

- **35:** The number of arrests over the pair of raids this year, out of a target list of 2,000 people, [per the AP](#).
- **650:** The number of arrests in one long weekend of raids in 2017.

The big picture: In the past week, the Trump administration has all but

blocked Central Americans from asylum, rolled out a rule that would allow officials to deport more unauthorized immigrants without a court hearing and reportedly discussed lowering the refugee cap to near zero, Axios' Stef Kight notes.

- Through it all, President Trump has been tweeting at U.S. citizens in Congress to "go back," along with eagerly previewing the raids.

But the resistance to these tactics is yielding results.

- Immigrant rights activists used the heads up to push “know-your-rights” campaigns in cities like Houston, New York and Chicago, the AP reports.
- "To inform the public, they used hotlines, text networks, workshops, social media and promoted a smartphone app that notifies family members in case of an arrest."

Between the lines: Even without measurable results, the raids have a pronounced effect on communities with large immigrant populations.

- On the first weekend, "some immigrant-heavy churches had noticeably lower attendance and attributed the fear of stepped up enforcement."
- "Businesses in immigrant-heavy neighborhoods, including in Chicago, Atlanta and Miami, also reported very light traffic."

The bottom line: Trump is running a campaign based on immigration restrictions, but lags behind Barack Obama in deportations — so expect even more crackdowns in the near future.



Bonus: Pics du jour

The two faces of Boris Johnson, the next prime minister of the U.K.

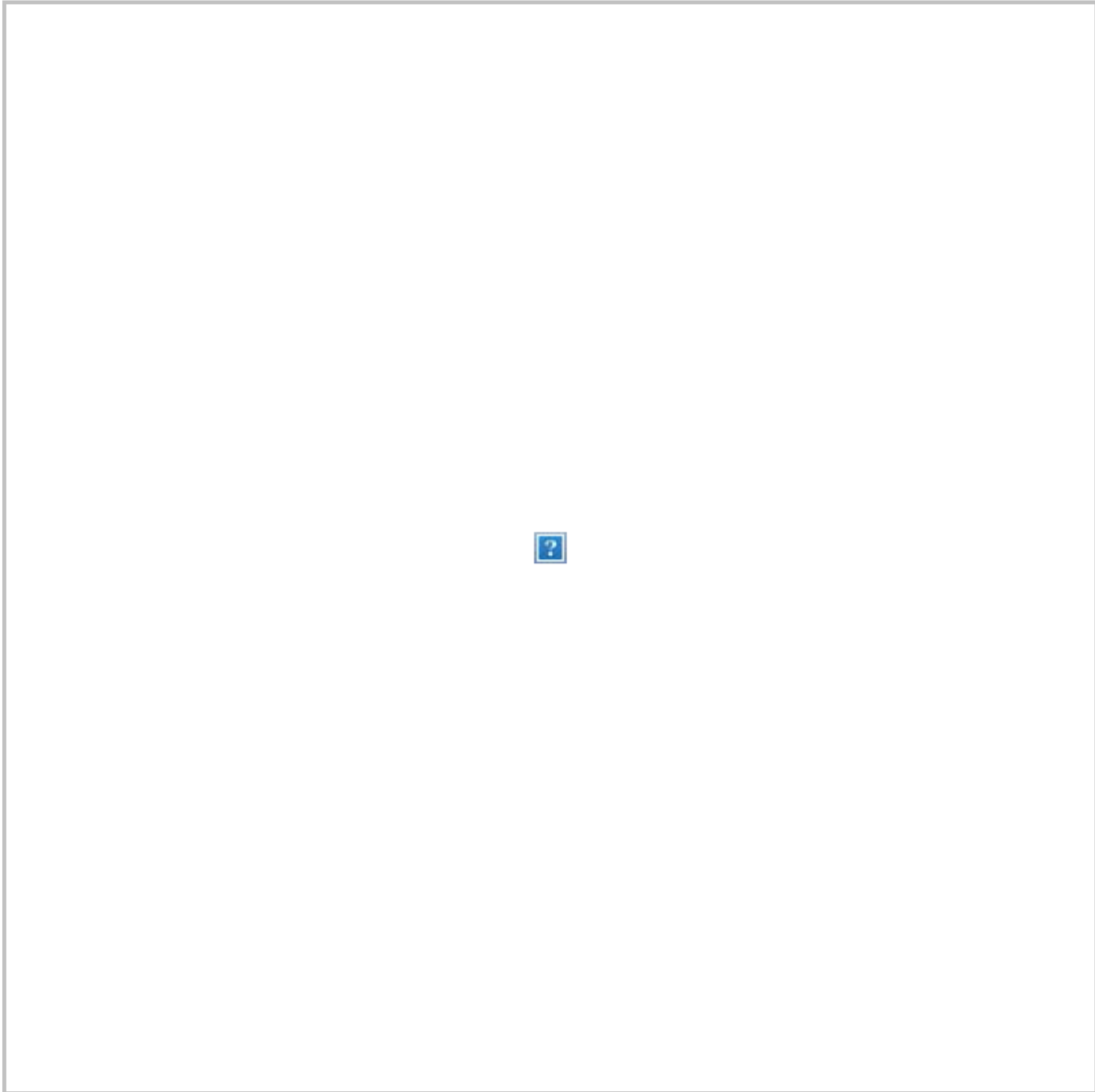


Photo: Jeff J Mitchell/Getty Images

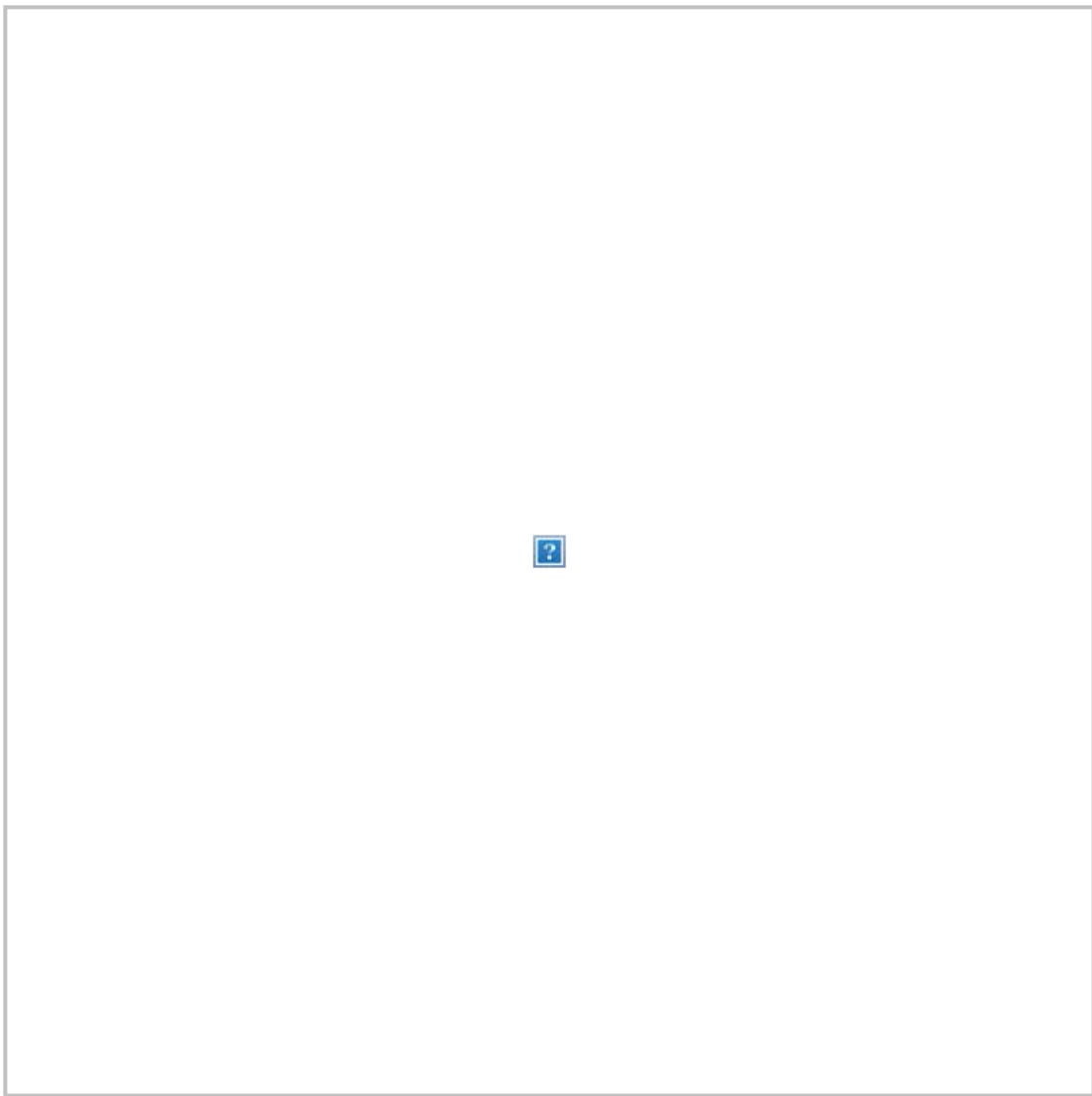


Photo: Dan Kitwood/Getty Images



2. What you missed

1. **The FBI has made about 100 domestic terrorism arrests** in the first 3 quarters of this fiscal year. The majority were related to white supremacy. [*Go deeper.*](#)
2. **Trump is suing** the House Ways and Means Committee and two New

York state officials in an effort to block them from releasing his state tax returns. [Go deeper.](#)

3. **Apple is reportedly once again in talks with Intel** to buy the company's troubled cellular modem business for around \$1 billion. [Go deeper.](#)
4. **The Senate is ready** to start moving forward with a bipartisan bill to lower the cost of prescription drugs. [Go deeper.](#)
5. **The Senate reauthorized the 9/11 Victim Compensation Fund**, securing funding for first responders and victims impacted by the toxins at Ground Zero through 2092. [Go deeper.](#)



3. 1 thing

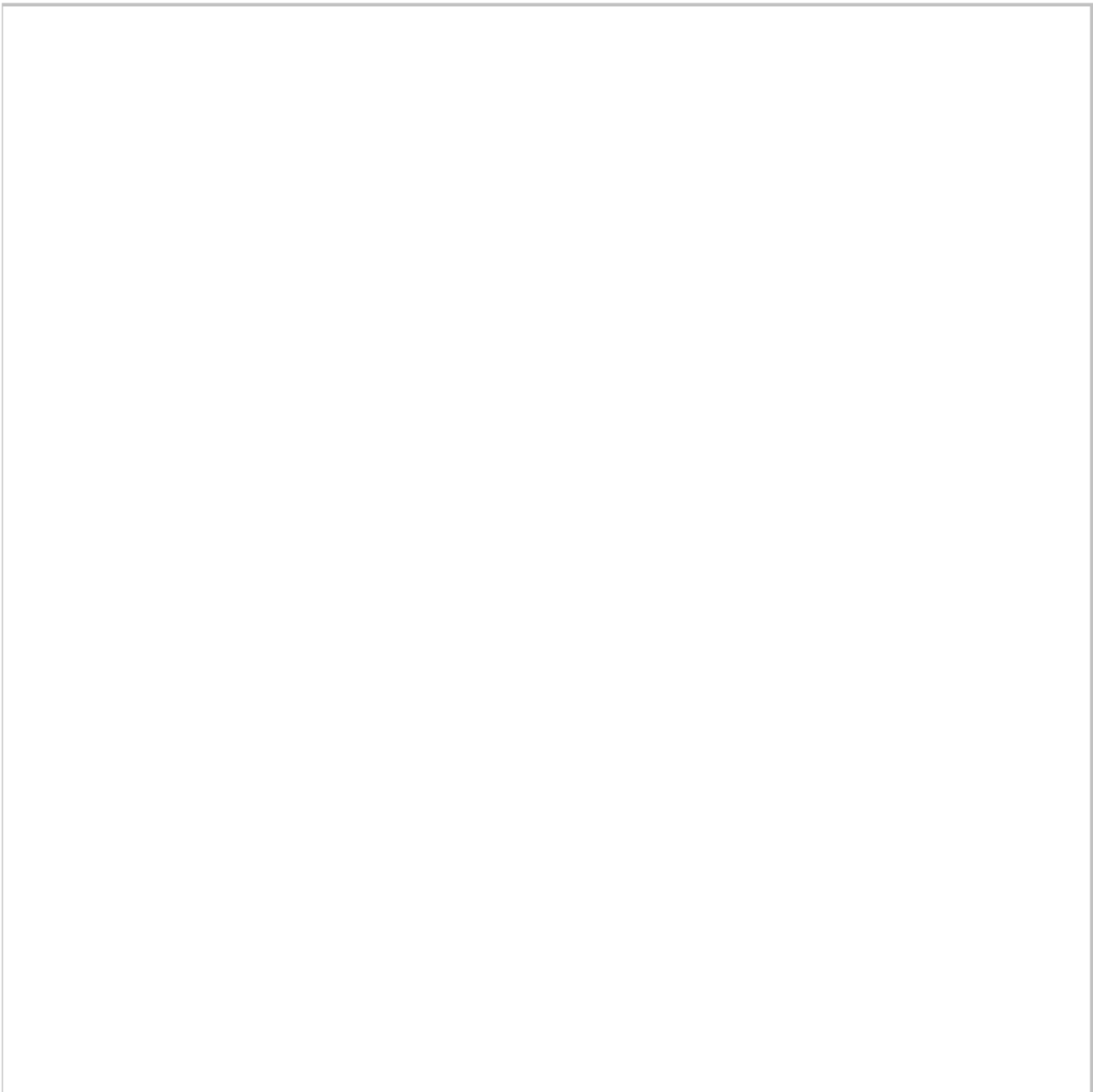


Illustration: Rebecca Zisser/Axios

NASA needs a new spacesuit for its next mission, but it's unclear if the agency will have the congressional support it needs to deliver the suit well ahead of the 2024 deadline, Axios Space reporter Miriam Kramer reports.

Why it matters: Building a spacesuit takes hundreds of millions of dollars of investment.

- For the Artemis mission to the Moon, NASA astronauts must have the flexibility to bend down, examine rocks and collect samples — all in one-

sixth the gravity on Earth.

Go deeper.



A MESSAGE FROM BLUE CROSS BLUE SHIELD ASSOCIATION

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From: [REDACTED]
To: [REDACTED]
Subject: Possible Fraudulent Identification - Request for Facial Recognition - DEA Boston Office
Date: Tuesday, July 23, 2019 4:36:12 PM
Attachments: [REDACTED]

Good Afternoon,

Please find the information below regarding a facial recognition request from the DEA Boston Office, which revealed several possible fraudulent identifications. The Possible Fraudulent Identification Form and all relevant CJIS RMV 1 information are attached.

Respectfully,

[REDACTED]

From: Commonwealth Fusion Center (POL)
Sent: Tuesday, July 23, 2019 4:17 PM
To: [REDACTED]@usdoj.gov>
Subject: RE: Request for Facial Recognition

Good Afternoon,

A query of the facial recognition system returns several possible matches for your subject. I have listed the names, DOBs, and MA Driver's License numbers below. I have also attached the Massachusetts Driver's License information for your review. Due to the age of the license, the information is no longer available for the license # [REDACTED]

[REDACTED]

The result of a facial 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.

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.

Please let us know if you need any additional assistance.

Respectfully,
Justin

[REDACTED]

From: [REDACTED] <[\[REDACTED\]@usdoj.gov](mailto:[REDACTED]@usdoj.gov)>
Sent: Tuesday, July 23, 2019 3:30 PM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Subject: Request for Facial Recognition

Good afternoon,

I am an analyst working in the DEA Boston office. We are trying to fully identify a target under case number CC-19-0101. Can you please run the two attached photos through facial recognition?

Please let me know if you need any further information.

Thank you,
Candace

[REDACTED]

From: [Evans, Steve \(DOT\)](#)
To: [Ogilvie, Colleen \(DOT\)](#)
Subject: Evans Steven 06MAD-ammended
Date: Tuesday, July 23, 2019 9:38:19 AM
Attachments: [Evans Steven 06MAD-ammended.docx](#)

Colleen this is my MQ but has reference to the responsibilities of the department

From: [Boyd, Nick \(DOT\)](#)
To: [DOT-DL-SEM-TEM](#)
Subject: FW: Aeronautics Drone Highway Incident Data Request (3 of 3)
Date: Tuesday, July 23, 2019 7:22:59 AM
Attachments: [Draft Final Report \(task D\) final draft 7.22.19.docx](#)

EM team, please take a careful look at the attached. I'd like to provide comments back by week's end, both specific comments on any conclusions or suggestions within the document but also general comments about the approach and model they are proposing.

Really important for our future role, if any, with regard to drones for MassDOT emergency response.

Thanks -

Nick

From: Xie, Yuanchang <Yuanchang_Xie@uml.edu>
Sent: Monday, July 22, 2019 7:53 PM
To: Fitzpatrick, Michael F. (DOT) <Michael.F.Fitzpatrick@dot.state.ma.us>; Boyd, Nick (DOT) <Nick.Boyd@dot.state.ma.us>
Cc: Chen, Danjue <Danjue_Chen@uml.edu>; DeCarlo, Jeffrey (DOT) <Jeffrey.DeCarlo@dot.state.ma.us>; Michael Knodler <mknodler@engin.umass.edu>; Scott Uebelhart (suebelhartPhD@gmail.com) <suebelhartPhD@gmail.com>
Subject: RE: Aeronautics Drone Highway Incident Data Request (3 of 3)

Dear Michael and Nick,

Thank you for providing the data for our UAS research. We have completed the study and is working on finalizing the report.

As promised, attached is the draft report for you to review. We also plan to prepare a paper based on the report and submit it to the 2020 Transportation Research Board (TRB) Annual Meeting.

Please let us know if you have any comments on the report. The TRB paper in preparation is due on 8/1/2019. Given the approaching deadline, we were wondering if we can submit the TRB paper and send it to you for review simultaneously. We will not publish it without your approval. Thank you very much.

Regards,
Yuanchang

From: Fitzpatrick, Michael F. (DOT) <michael.f.fitzpatrick@state.ma.us>
Sent: Tuesday, October 9, 2018 11:13 AM
To: Xie, Yuanchang <Yuanchang_Xie@uml.edu>

Cc: Parra, Lorenzo G. (DOT) <lorenzo.parra@state.ma.us>

Subject: RE: Aeronautics Drone Highway Incident Data Request (3 of 3)

Yes, you may share, with the understanding it's limited to MassDOT folks & the and academic research team.

Michael F. Fitzpatrick
Massachusetts Department of Transportation, Highway Division
Superintendent of Systems Management
Highway Operations Center, Boston Massachusetts
www.mass.gov/MassDOT
o 617-946-3048
m 617-595-6303
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Sent: Monday, October 8, 2018 9:27 PM

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Cc: Parra, Lorenzo G. (DOT) <Lorenzo.Parra@dot.state.ma.us>

Subject: RE: Aeronautics Drone Highway Incident Data Request (3 of 3)

Hi Mike and Lorenzo,

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Sent: Thursday, October 4, 2018 4:08 PM

To: Xie, Yuanchang <Yuanchang_Xie@uml.edu>

Subject: RE: Aeronautics Drone Highway Incident Data Request (3 of 3)

done

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Subject: RE: Aeronautics Drone Highway Incident Data Request (3 of 3)

I have only received the following two files.

- MA-ERS_events_2013-2018_0406.zip (15.7MB)
- 18Q1-Q3_I-Tracker logs.xlsx (5.5MB)

Could you please upload the rest to Google Drive <https://www.google.com/drive/>
Using username: umlcivil password: Research18

Thanks,
Yuanchang

From: Fitzpatrick, Michael F. (DOT) <michael.f.fitzpatrick@state.ma.us>
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To: Xie, Yuanchang <Yuanchang_Xie@uml.edu>
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Importance: High

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Sent: Thursday, October 4, 2018 1:53 PM
To: Fitzpatrick, Michael F. (DOT) <Michael.F.Fitzpatrick@dot.state.ma.us>; Parra, Lorenzo G. (DOT) <Lorenzo.Parra@dot.state.ma.us>
Cc: suebelhartphd@gmail.com; temckenna@gmail.com
Subject: RE: Aeronautics Drone Highway Incident Data Request (3 of 3)

Can you use any of the following options: Dropbox, Box, One Drive, or Google Drive? If yes, I can create an account and send you the user name and password. Thank you.

Thanks,
Yuanchang

From: Fitzpatrick, Michael F. (DOT) <michael.f.fitzpatrick@state.ma.us>
Sent: Thursday, October 4, 2018 10:29 AM
To: Xie, Yuanchang <Yuanchang_Xie@uml.edu>; Parra, Lorenzo G. (DOT) <lorenzo.parra@state.ma.us>
Cc: suebelhartphd@gmail.com; temckenna@gmail.com
Subject: RE: Aeronautics Drone Highway Incident Data Request (3 of 3)

I thought I could fit files in 2 emails. That didn't work.

Got a 'size' alert from a few emails that #2 was too big for your system. Let me work on alternative delivery today.

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m 617-595-6303
Michael.F.Fitzpatrick@state.ma.us

From: Xie, Yuanchang [mailto:Yuanchang_Xie@uml.edu]
Sent: Wednesday, October 3, 2018 10:04 PM
To: Fitzpatrick, Michael F. (DOT) <Michael.F.Fitzpatrick@dot.state.ma.us>; Parra, Lorenzo G. (DOT) <Lorenzo.Parra@dot.state.ma.us>
Cc: suebelhartphd@gmail.com; temckenna@gmail.com
Subject: RE: Aeronautics Drone Highway Incident Data Request (3 of 3)

Thank you very much Mike. I have received two emails from you. One has "1 of 2" in the subject line and the other one has "3 of 3". Should the "1 of 2" be "1 of 3"? and am I missing "2 of 3"?
Thank you.

Regards,
Yuanchang

From: Fitzpatrick, Michael F. (DOT) <michael.f.fitzpatrick@state.ma.us>
Sent: Wednesday, October 3, 2018 4:18 PM
To: Parra, Lorenzo G. (DOT) <lorenzo.parra@state.ma.us>; Xie, Yuanchang

<Yuanchang_Xie@uml.edu>

Cc: suebelhartphd@gmail.com; temckenna@gmail.com

Subject: RE: Aeronautics Drone Highway Incident Data Request (3 of 3)

Sorry, had to split off the 2018 file (too big)

Good afternoon,
Here are the balance of the files you requested to review.

As we mentioned, HOC still runs on 2 event logging platforms (for another 9 months or so). The 2 platforms are Incident Tracker (former Mass Turnpike) and it has no geo-coded information, and Event Reporting System (former Mass Highway) which does have geo-coding.

Because of file size restrictions, this will be 3 of 3 emails.

File : Incident Tracker for 18Q1-Q3.

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m 617-595-6303
Michael.F.Fitzpatrick@state.ma.us

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

From: Parra, Lorenzo G. (DOT)

Sent: Friday, September 28, 2018 1:46 PM

To: Parra, Lorenzo G. (DOT); Xie, Yuanchang (Yuanchang_Xie@uml.edu); Fitzpatrick, Michael F. (DOT)

Cc: suebelhartphd@gmail.com; temckenna@gmail.com

Subject: Aeronautics Drone Highway Incident Data Request

When: Wednesday, October 3, 2018 1:00 PM-2:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where: HOC or Call 1-872-240-3301/ Code 385-012-429

From: [Bedard, David \(DOT\)](#)
To: [Wood, Matthew \(DOT\)](#)
Subject: Re: Catch Up
Date: Tuesday, July 23, 2019 7:22:24 AM

I am open 2-3 today. Does that work? My morning has become increasingly jammed and the train is running about 30 minutes late. Thanks

On Jul 23, 2019, at 7:06 AM, Wood, Matthew (DOT) <Matthew.Wood@dot.state.ma.us> wrote:

Hi Dave,

I have to take my son to the doctor this morning, so I will probably be on my way in for this meeting. I will call your phone if that works.

Thanks

Matt

From: Bedard, David (DOT) <David.Bedard@dot.state.ma.us>
Sent: Monday, July 22, 2019 3:10 PM
To: Wood, Matthew (DOT) <Matthew.Wood@dot.state.ma.us>
Subject: RE: Catch Up

Two things I want to discuss and before I forget thought I'd send a note ☺ 1) offsite replication of Idemia's back office/facial recognition app and 2) pending IT purchase requisitions

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From: Wood, Matthew (DOT)
Sent: Wednesday, June 26, 2019 12:58 PM
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Subject: Catch Up
When: Tuesday, July 23, 2019 9:30 AM-10:00 AM (UTC-05:00) Eastern Time (US & Canada).
Where: Dave's Office

From: David.Bedard@dot.state.ma.us
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Subject: Re: Catch Up
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To: [DOT-DL-SEM-TEM](#)
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Date: Tuesday, July 23, 2019 7:22:00 AM
Attachments: [Draft Final Report \(task D\) final draft 7.22.19.docx](#)

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Subject: RE: Catch Up
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Subject: Catch Up
When: Tuesday, July 23, 2019 9:30 AM-10:00 AM (UTC-05:00) Eastern Time (US & Canada).
Where: Dave's Office

From: [Pitman, Billy \(DOT\)](#)
To: [Sullivan, Daniel A. \(DOT\)](#)
Subject: FW: Operational summary from 2015
Date: Friday, July 19, 2019 5:29:00 PM
Attachments: [Attachment 9 Operational Summary.pdf](#)

From: Ogilvie, Colleen (DOT) <Colleen.Ogilvie@dot.state.ma.us>
Sent: Friday, July 19, 2019 4:47 PM
To: Pitman, Billy (DOT) <Billy.Pitman@dot.state.ma.us>
Subject: Operational summary from 2015

From: [Walker, Stephen \(DOT\)](#)
To: [Boyle, Christopher \(DOT\)](#)
Subject: springfield
Date: Friday, July 19, 2019 3:39:29 PM
Attachments: [Case 2018-134-5499-0059 7-19-2019.doc](#)

From: [Ogilvie, Colleen \(DOT\)](#)
To: [Fenton, Eileen \(DOT\)](#); [Breen, Marie \(DOT\)](#)
Cc: [Macdonald, Alan \(DOT\)](#)
Subject: RMV July 2017 and July 2019 Org charts
Date: Friday, July 19, 2019 3:28:29 PM
Attachments: [Updated Org Chart.vsd](#)
[RMV Org Chart Updated July19.pdf](#)

Eileen,

This is all I've been given for org charts for RMV.

Not sure if Nicole is in today..she would most likely have the other years needed.

Colleen

From: [Ball, Dawn \(DOT\)](#)
To: [Silva, Elizabeth \(DOT\)](#)
Subject: Service Delivery Aged Incident/Task/Work Order and Reopen report
Date: Friday, July 19, 2019 3:25:35 PM
Attachments: [Fitzgerald_FY19 EPRS.docx](#)
[Egwim_FY19 EPRS.docx](#)
[Closed Incidents_Tasks_Work Orders 23 Nov 18_30 Jun 19.xlsx](#)

Here you go...

And I also included a copy of Rick's and Eugene's Stage B that you can see that I'll follow the same process for C.

Let me know if you have any questions.

Thanks!!

Dawn

Dawn Ball

IT Service Delivery Manager

Massachusetts Department of Transportation

10 Park Plaza Suite 8110, Boston, MA 02116

Email: dawn.ball@state.ma.us

Phone: (857) 368-9920 | Mobile: (617) 549-7346

[Information Technology Self Service Portal](#)

From: [Orenberg, Joshua \(DOT\)](#)
To: [Ogilvie, Colleen \(DOT\)](#)
Subject: RE: org charts
Date: Friday, July 19, 2019 3:25:00 PM
Attachments: [RMV Org Chart Updated July19.pdf](#)

2019

From: Ogilvie, Colleen (DOT)
Sent: Friday, July 19, 2019 3:14 PM
To: Orenberg, Joshua (DOT); Macdonald, Alan (DOT)
Subject: RE: org charts

Josh,

The 2nd file says July 2018 but has Acting Registrar Tesler's name....is the date correct or the registrar correct?

Please fix and send immediately.

Colleen

From: Orenberg, Joshua (DOT)
Sent: Friday, July 19, 2019 12:53 PM
To: Ogilvie, Colleen (DOT)
Subject: org charts

Hi, I have 2019 and 2017 here

From: [Boyle, Christopher \(DOT\)](#)
To: [Walker, Stephen \(DOT\)](#)
Subject: Springfield
Date: Friday, July 19, 2019 2:08:00 PM
Attachments: [Springfield 7.19.19.docx](#)
[image001.png](#)

Lieutenant Christopher Boyle #2710
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza, 2nd Floor
Boston, MA 02116
christopher.boyle@mass.gov
cell: 781-738-7286



From: [Ariely, Michael \(DOT\)](#)
To: [REDACTED]
Subject: FW: [REDACTED]
Date: Friday, July 19, 2019 1:48:00 PM
Attachments: [image002.png](#)

From: Ariely, Michael (DOT)
Sent: Thursday, July 18, 2019 4:49 PM
To: Robertson, Ann Marie (BRI)
Subject: RE: [REDACTED]
Importance: High

Hi Ann Marie,

My AAMVA list shows a few contacts in Utah:

Lieutenant Larry Ball
(801) 297-2694
lball@utah.gov

Colonel Alan Shinney
Director
801-297-2606
ashinney@utah.gov

Captain Curtis Stoddard
801-297-2608

If I were you, I'd give them a call to obtain a copy of the citation that was written [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

-Mike

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



From: Robertson, Ann Marie (BRI) [REDACTED]@MassMail.State.MA.US
Sent: Thursday, July 18, 2019 3:40 PM
To: 'Ariely, Michael (DOT)'
Subject: RE: [REDACTED]

Hi

Thank you for looking into that for me.

I'm not sure if you would be able to help me with the same case or direct me to someone who could.

Our suspect [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

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

[REDACTED]
[REDACTED]

Thank you for your help.
Ann Marie

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



From: Ariely, Michael (DOT) [mailto:Michael.Ariely@dot.state.ma.us]
Sent: Thursday, July 11, 2019 2:13 PM
To: Robertson, Ann Marie (BRI); 'Ariely, Michael (DOT)'
Subject: RE: [REDACTED]

Nothing in [REDACTED] on either record. Sorry!

From: Robertson, Ann Marie [REDACTED]@MassMail.State.MA.US]
Sent: Thursday, July 11, 2019 1:24 PM
To: 'Ariely, Michael (DOT)'
Subject: [REDACTED]

Hi Mike,

You are going to regret telling me I can reach out to you on anything. Ha ha. I'm working an unsolved case and we are trying to track down if our suspect had any addresses in [REDACTED] listed on any old RMV documents. We are trying to tie him to [REDACTED] maybe with an old address on his license. Not sure if you have access to that.

Our suspect is [REDACTED]
[REDACTED].

Thanks so much.
Ann Marie

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



From: Ariely, Michael (DOT) [mailto:Michael.Ariely@dot.state.ma.us]
Sent: Monday, January 28, 2019 1:38 PM
To: Robertson, Ann Marie [REDACTED]
Subject: RE: Marlene Rose photo

Ann Marie,

This Mass ID was issued in 1994 and unfortunately we don't go back that far (I tried looking... sometimes we get lucky, but it's rare). Sorry about that...

Don't hesitate to reach out if you think there is anything else I can do for you.

Mike

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



From: Robertson, Ann Marie (BRI)
Sent: Monday, January 28, 2019 11:56 AM
To: Ariely, Michael (DOT)
Subject: [REDACTED] photo

Hi Mike

Thanks so much for looking into this. Her name is [REDACTED]. According to CJIS she had a Mass ID [REDACTED] but not photo available.

Thanks again for your help.

Ann Marie



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From: [Orenberg, Joshua \(DOT\)](#)
To: [Ogilvie, Colleen \(DOT\)](#)
Subject: org charts
Date: Friday, July 19, 2019 12:53:00 PM
Attachments: [Updated Org Chart.vsd](#)
[RMV Org Chart Updated July18.pdf](#)

HI, I have 2019 and 2017 here

From: [Guarino, Sarah \(DOT\)](#)
To: [Campbell, Jay \(DOT\)](#)
Subject: RE:
Date: Friday, July 19, 2019 12:44:36 PM

Thank you sir.

From: Campbell, Jay (DOT)
Sent: Thursday, July 18, 2019 9:18 AM
To: Guarino, Sarah (DOT)
Subject: RE:

Good morning. I don't have a way of verifying date of birth. However the placard on S [REDACTED] was done here in MAB as a walk in. This is a customer from a different country who is here for medical treatment. I am going to cancel the placard on the other file and that file should be invalidated. The customer was told yesterday as well that they will need to bring their placard from their home country with them in the future as they did state they have one there and it does have the universal access symbol on it.

Jay

From: Guarino, Sarah (DOT)
Sent: Wednesday, July 17, 2019 11:34 AM
To: Campbell, Jay (DOT)
Subject:

Good morning Jay,
Customer [REDACTED] was issued a new disabled placard yesterday.
He already has one that's expiring in Sept 2019 under [REDACTED].
Can you please verify his DOB because both records have different info.

Thank you very much,

Sarah Guarino
Facial Recognition Analyst (PC1)
Enforcement Services Unit, MassDOT/RMV
Direct: (857)368-8623
Fax: (857)368-0645
Email: sarah.guarino@dot.state.ma.us

From: [Boyle, Christopher \(DOT\)](#)
To: [Guarino, Sarah \(DOT\)](#)
Subject: RE: Stats
Date: Friday, July 19, 2019 12:05:00 PM

No te preocupes.

From: Guarino, Sarah (DOT)
Sent: Friday, July 19, 2019 11:56 AM
To: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Subject: RE: Stats

Señor Chris,
I've updated today's crims to 1.
Sorry about that

From: Boyle, Christopher (DOT)
Sent: Friday, July 19, 2019 11:33 AM
To: Guarino, Sarah (DOT)
Subject: RE: Stats

Gracias Senora.

From: Guarino, Sarah (DOT)
Sent: Friday, July 19, 2019 11:32 AM
To: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Subject: Stats

Hi Chris,
These are the stats for this week.

Sarah Guarino
Facial Recognition Analyst (PC1)
Enforcement Services Unit, MassDOT/RMV
Direct: (857)368-8623
Fax: (857)368-0645
Email: sarah.guarino@dot.state.ma.us

From: [Guarino, Sarah \(DOT\)](#)
To: [Boyle, Christopher \(DOT\)](#)
Subject: RE: Stats
Date: Friday, July 19, 2019 11:55:41 AM

Señor Chris,
I've updated today's crims to 1.
Sorry about that

From: Boyle, Christopher (DOT)
Sent: Friday, July 19, 2019 11:33 AM
To: Guarino, Sarah (DOT)
Subject: RE: Stats

Gracias Senora.

From: Guarino, Sarah (DOT)
Sent: Friday, July 19, 2019 11:32 AM
To: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Subject: Stats

Hi Chris,
These are the stats for this week.

Sarah Guarino
Facial Recognition Analyst (PC1)
Enforcement Services Unit, MassDOT/RMV
Direct: (857)368-8623
Fax: (857)368-0645
Email: sarah.guarino@dot.state.ma.us

From: [Hunter, David \(DOT\)](#)
To: [John, Samuel \(DOT\)](#)
Subject: FW: Software Applications List - MassDOT
Date: Friday, July 19, 2019 11:50:32 AM
Attachments: [Software Applications - MassDOT.xls](#)

Fyi-

This is sent out quarterly:

From: Service Management <massdot@service-now.com>
Sent: Thursday, July 18, 2019 11:16 AM
To: Hunter, David (DOT) <David.Hunter@dot.state.ma.us>; Nawrocki, Diane (DOT) <Diane.Nawrocki@dot.state.ma.us>; Carter, Annemarie (DOT) <Annemarie.Carter@dot.state.ma.us>; Vardalis, George (DOT) <George.Vardalis@dot.state.ma.us>; Ball, Dawn (DOT) <Dawn.Ball@dot.state.ma.us>; Chanthaboun, Sye (DOT) <Sye.Chanthaboun@dot.state.ma.us>; Oyigbo, Eusebius (DOT) <Eusebius.Oyigbo@dot.state.ma.us>; Brewer, Michael (DOT) <Michael.Brewer@dot.state.ma.us>; Wood, Matthew (DOT) <Matthew.Wood@dot.state.ma.us>; Spada, Frank (DOT) <Frank.Spada@dot.state.ma.us>; Rosenberg, Harri (DOT) <harri.rosenberg@dot.state.ma.us>; Wunderlee, Susan (DOT) <Susan.Wunderlee@dot.state.ma.us>; Elangovan, Lakshmi (DOT) <Lakshmi.Elangovan@dot.state.ma.us>; Tagzine, Hichame (DOT) <Hichame.Tagzine@dot.state.ma.us>; Hart, Lisa (DOT) <Lisa.Hart@dot.state.ma.us>
Subject: Software Applications List - MassDOT

Hi,

Attached please find a list of Software Application CI's configured within ServiceNow. You will receive this list on a quarterly basis for management review. Kindly review and let us know if there are any adds/updates/deletes.

Thank you,

ServiceNow Team

Ref:MSG1980767

From: [Boyle, Christopher \(DOT\)](#)
To: [Gawron, Stephen \(POL\)](#)
Cc: [Range, Scott \(POL\)](#); [Thibault, Amy \(POL\)](#)
Subject: FIU Weekly Stats 7.20.19
Date: Friday, July 19, 2019 11:38:00 AM
Attachments: [image004.png](#)

Captain,

Weekly FIU stats for week ending 07/20/19:

The FIU received 1 new State To State referral to be investigated.

The FIU replied to and assisted with 2 Facial Recognition requests from the Fusion Center.

Tpr Thompson has been assigned 4 background investigations for the 85th R.T.T. that are due in a week so he is working on those full time.

Facial Recognition stats:

Automated Matches: 5076
Data Errors: 48
Criminal Cases: 11
Agency Assists: 0

Respectfully,

Chris

Lieutenant Christopher Boyle #2710
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza, 2nd Floor
Boston, MA 02116
christopher.boyle@mass.gov
cell: 781-738-7286



From: [Boyle, Christopher \(DOT\)](#)
To: [Guarino, Sarah \(DOT\)](#)
Subject: RE: Stats
Date: Friday, July 19, 2019 11:33:00 AM

Gracias Senora.

From: Guarino, Sarah (DOT)
Sent: Friday, July 19, 2019 11:32 AM
To: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Subject: Stats

Hi Chris,
These are the stats for this week.

Sarah Guarino
Facial Recognition Analyst (PC1)
Enforcement Services Unit, MassDOT/RMV
Direct: (857)368-8623
Fax: (857)368-0645
Email: sarah.guarino@dot.state.ma.us

From: [Guarino, Sarah \(DOT\)](#)
To: [Boyle, Christopher \(DOT\)](#)
Subject: Stats
Date: Friday, July 19, 2019 11:31:42 AM
Attachments: [July 2019 Facial Rec Stats.xlsx](#)

Hi Chris,
These are the stats for this week.

Sarah Guarino
Facial Recognition Analyst (PC1)
Enforcement Services Unit, MassDOT/RMV
Direct: (857)368-8623
Fax: (857)368-0645
Email: sarah.guarino@dot.state.ma.us

From: [Ariely, Michael \(DOT\)](#)
To: [REDACTED]; [MSP-DL - Facial Rec ES](#)
Subject: RE: Northeastern Police - Confidential Case
Date: Friday, July 19, 2019 11:01:16 AM
Attachments: [image001.png](#)
[image002.png](#)

[REDACTED],

FR was run on your subject and NO matches were found.

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



From: [REDACTED]@northeastern.edu]
Sent: Thursday, July 18, 2019 10:48 PM
To: MSP-DL - Facial Rec ES
Subject: Northeastern Police - Confidential Case

Good Evening,

Looking to see if you would be able to run this photo through facial recognition for a confidential case that occurred earlier today. I have also attached the ID Wanted Flyer that was distributed through the BRIC today.

Please let me know if there is anything else you may need!

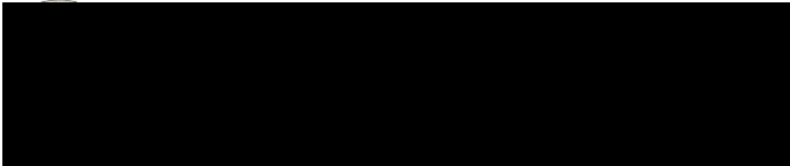
Respectfully,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



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From: [Ariely, Michael \(DOT\)](#)
To: [Guarino, Sarah \(DOT\)](#)
Subject: FW: Northeastern Police - Confidential Case
Date: Friday, July 19, 2019 9:57:00 AM
Attachments: [REDACTED]

Hi, can you please upload this image into FR and run a 1:N ?

Thank you

From: [REDACTED]@northeastern.edu]
Sent: Thursday, July 18, 2019 10:48 PM
To: MSP-DL - Facial Rec ES
Subject: Northeastern Police - Confidential Case

Good Evening,

Looking to see if you would be able to run this photo through facial recognition for a confidential case that occurred earlier today. I have also attached the ID Wanted Flyer that was distributed through the BRIC today.

Please let me know if there is anything else you may need!

Respectfully,

[REDACTED]

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From: [Lucin, Cristina \(POL\)](#)
To: [Boyle, Christopher \(DOT\)](#)
Subject: Search Warrant
Date: Friday, July 19, 2019 9:36:50 AM
Attachments: [Search Warrant \[REDACTED\].st Final.docx](#)

See attached

Respectfully,

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

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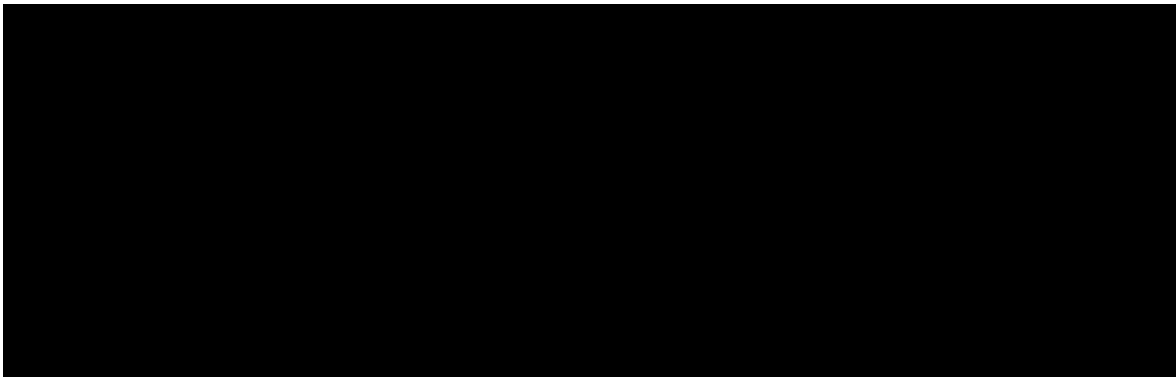
From: [REDACTED]
To: [MSP-DL - Facial Rec ES](#)
Subject: Northeastern Police - Confidential Case
Date: Thursday, July 18, 2019 10:49:48 PM
Attachments: [Outlook-1512369973.png](#)
[REDACTED] - ID Wanted (UPDATED).pdf

Good Evening,

Looking to see if you would be able to run this photo through facial recognition for a confidential case that occurred earlier today. I have also attached the ID Wanted Flyer that was distributed through the BRIC today.

Please let me know if there is anything else you may need!

Respectfully,



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From: [REDACTED]
To: [MSP-DL - Facial Rec ES](#)
Subject: Facial Recognition
Date: Thursday, July 18, 2019 6:46:42 PM
Attachments: [REDACTED]

In reference to DFS case [REDACTED] I request a facial recognition be conducted for the following and submitted images.

Det. Eric Bolger

New York City Police Department

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

From: [Greene, Joel \(DOT\)](#)
To: [Nordsiek, Stefan \(DOT\)](#)
Subject: FW: US Attorney's Cyber Weekly Thursday 18 JUL 2019
Date: Thursday, July 18, 2019 4:54:10 PM
Attachments: [Cyber Weekly Summary 18 JUL 2019.doc](#)

From: Thomas, Paul
Sent: Thursday, July 18, 2019 4:53:39 PM (UTC-05:00) Eastern Time (US & Canada)
To: issecurity.dl-mtn@imc4.ems.lmco.com
Subject: FW: US Attorney's Cyber Weekly Thursday 18 JUL 2019

From: Pires, Brian (USARI) <Brian.Pires@usdoj.gov>
Sent: Thursday, July 18, 2019 4:24 PM
To: Weisman, Aaron (USARI) <Aaron.Weisman@usdoj.gov>; Myrus, Richard (USARI) <Richard.Myrus@usdoj.gov>; Ferland, William (USARI) <William.Ferland@usdoj.gov>; Daly, Paul (USARI) 2 <Paul.Daly@usdoj.gov>; Donnelly, Terrence (USARI) <Terrence.Donnelly@usdoj.gov>
Subject: EXTERNAL: US Attorney's Cyber Weekly Thursday 18 JUL 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 Attorney's ATAC
District of Rhode Island
(401) 714-4284

From: [Ariely, Michael \(DOT\)](#)
To: [REDACTED]
Subject: RE [REDACTED]
Date: Thursday, July 18, 2019 4:49:00 PM
Attachments: [image002.png](#)

Hi [REDACTED]

My AAMVA list shows a few contacts in Utah:

Lieutenant Larry Ball
(801) 297-2694
lball@utah.gov

Colonel Alan Shinney
Director
801-297-2606
ashinney@utah.gov

Captain Curtis Stoddard
801-297-2608

If I were you, I'd give them a call to obtain a copy of the citation that [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

-Mike

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



From: [REDACTED] @MassMail.State.MA.US]
Sent: Thursday, July 18, 2019 3:40 PM
To: 'Ariely, Michael (DOT)'

Subject: RE: [REDACTED]

Hi

Thank you for looking into that for me.

I'm not sure if you would be able to help me with the same case or direct me to someone who could.

Our suspect [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

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

[REDACTED]
[REDACTED]

[REDACTED]

Ann Marie

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



From: [REDACTED]@dot.state.ma.us]
Sent: Thursday, July 11, 2019 2:13 PM
To: Robertson, Ann Marie (BRI); 'Ariely, Michael (DOT)'

Subject: RE: [REDACTED]

Nothing in [REDACTED] on either record. Sorry!

From: [REDACTED]@MassMail.State.MA.US]
Sent: Thursday, July 11, 2019 1:24 PM
To: 'Ariely, Michael (DOT)'
Subject: [REDACTED]

Hi Mike,

You are going to regret telling me I can reach out to you on anything. Ha ha. I'm working an unsolved case and we are trying to track down if our suspect had any addresses in [REDACTED] listed on any old RMV documents. We are trying to tie him to [REDACTED] maybe with an old address on his license. Not sure if you have access to that.

[REDACTED]
[REDACTED]

Thanks so much.

Ann Marie

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



From: Ariely, Michael (DOT) [mailto:Michael.Ariely@dot.state.ma.us]
Sent: Monday, January 28, 2019 1:38 PM
To: Robertson, Ann Marie (BRI)
Subject: RE: [REDACTED]

Ann Marie,

This Mass ID was issued in 1994 and unfortunately we don't go back that far (I tried looking...

sometimes we get lucky, but it's rare). Sorry about that...

Don't hesitate to reach out if you think there is anything else I can do for you.

Mike

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

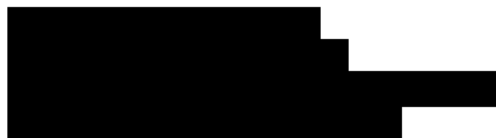


From: Robertson, Ann Marie (BRI)
Sent: Monday, January 28, 2019 11:56 AM
To: Ariely, Michael (DOT)
Subject: [REDACTED]

Hi Mike

Thanks so much for looking into this. Her name is [REDACTED]. According to CJIS she had a [REDACTED] but not photo available.

Thanks again for your help.
Ann Marie



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From: [REDACTED]
To: ["Ariely, Michael \(DOT\)"](#)
Subject: RE: [REDACTED]
Date: Thursday, July 18, 2019 3:40:14 PM
Attachments: [image002.png](#)

Hi

Thank you for looking into that for me.

I'm not sure if you would be able to help me with the same case or direct me to someone who could.

Our suspect [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

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

[REDACTED]
[REDACTED]

Thank you for your help.
Ann Marie

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



From: Ariely, Michael (DOT) [mailto:Michael.Ariely@dot.state.ma.us]
Sent: Thursday, July 11, 2019 2:13 PM
To: Robertson, Ann Marie (BRI); 'Ariely, Michael (DOT)'
Subject: RE: [REDACTED]

Nothing in [REDACTED] on either record. Sorry!

From: [REDACTED]@MassMail.State.MA.US]
Sent: Thursday, July 11, 2019 1:24 PM
To: 'Ariely, Michael (DOT)'
Subject: [REDACTED]

Hi Mike,

You are going to regret telling me I can reach out to you on anything. Ha ha. I'm working an unsolved case and we are trying to track down if our suspect had any addresses in [REDACTED] listed on any old RMV documents. We are trying to tie him to [REDACTED] maybe with an old address on his license. Not sure if you have access to that.

[REDACTED]
[REDACTED]

Thanks so much.
Ann Marie

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



From: Ariely, Michael (DOT) [mailto:Michael.Ariely@dot.state.ma.us]
Sent: Monday, January 28, 2019 1:38 PM
To: Robertson, Ann Marie (BRI)
Subject: RE: [REDACTED]

Ann Marie,

This Mass ID was issued in 1994 and unfortunately we don't go back that far (I tried looking... sometimes we get lucky, but it's rare). Sorry about that...

Don't hesitate to reach out if you think there is anything else I can do for you.

Mike

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



From: Robertson, Ann Marie (BRI)
Sent: Monday, January 28, 2019 11:56 AM
To: Ariely, Michael (DOT)
Subject: Marlene Rose photo

Hi Mike

Thanks so much for looking into this. Her name is [REDACTED]. According to CJIS she had a Mass [REDACTED] but not photo available.

Thanks again for your help.

Ann Marie

[REDACTED]



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From: [Ogilvie, Colleen \(DOT\)](#)
To: [Fenton, Eileen \(DOT\)](#)
Subject: RE:
Date: Thursday, July 18, 2019 2:16:19 PM
Attachments: [Citation Processing Diagrams.doc](#)
[MRB Transition 2014-01-31.docx](#)
[Attachment 9 Operational Summary.pdf](#)

Hi Eileen,

I believe this is covered in the MRB related documentation. MRB has the relationship with the courts regarding communication about traffic offenses.

1st attachment is a process flow document.

2nd attachment is MRB transition document used when they moved from Public Safety to Transportation

3rd document is a older RMV operational summary document updated in 2015. Go to the chapter about MRB.

From: Fenton, Eileen (DOT)
Sent: Thursday, July 18, 2019 1:24 PM
To: Ogilvie, Colleen (DOT)
Subject:

Do you have anything on this?

any documents that contain or disclose policies related to notice to or from Massachusetts courts of traffic offenses committed by Massachusetts or out-of-state licensees.

Eileen M. Fenton, Esq.
Managing Counsel
MassDOT / MBTA
Ten Park Plaza, Suite 3510
Boston, Massachusetts 02116
T: 857-368-8764
Eileen.Fenton@state.ma.us

From: [Ariely, Michael \(DOT\)](#)
To: [Guarino, Sarah \(DOT\)](#)
Subject: FW: Too Hot #1634269684
Date: Thursday, July 18, 2019 2:13:00 PM

From: buildingengines@requestcom.com [<mailto:buildingengines@requestcom.com>]
Sent: Thursday, July 18, 2019 9:15 AM
Subject: Too Hot #1634269684

MASSDOT

Work Order

Completed Request Confirmation

Request #: [1634269684](#)

Issue Type: Too Hot

Suite: 2310

Michael Ariely,

Your request regarding Too Hot on Floor 2 Facial Recognition Unit for STB 10 Park Plaza is now completed. We hope that you will find all work satisfactory.

Original Details: The staff in this unit is asking that the temperature be adjusted a few degrees lower, for comfort.

Task Status: Completed - Date of completion is Jul 18, 2019 09:14 AM

Please feel free to contact us with any questions or concerns at 857-368-9560.

Thank you,

MASSDOT
857-368-9560



From: [Massachusetts State Police Records Management System](#)
To: [Boyle, Christopher \(POL\)](#)
Subject: ACISS Alert: INVESTIGATIVE REPORT Report awaiting approval!
Date: Thursday, July 18, 2019 1:56:05 PM
Attachments: [CaseReport_2019-134-34.pdf](#)

From: ACISS (Massachusetts State Police)
Report 2019-134-34 (INVESTIGATIVE REPORT) was just sent for your approval.

From: [Walker, Stephen \(DOT\)](#)
To: [Boyle, Christopher \(DOT\)](#)
Subject: springfield
Date: Thursday, July 18, 2019 1:25:45 PM
Attachments: [Case # 2018-134-5499-0059 Rev #2 7-16-19.doc](#)

Please see the attachment?

From: [Thompson, James \(DOT\)](#)
To: [REDACTED]; [MSP-DL - Facial Rec ES](#)
Subject: RE: Facial Rec Assistance
Date: Thursday, July 18, 2019 12:00:22 PM
Attachments: [image001.png](#)

Good afternoon Ms Ragucci,

Facial recognition did not find a possible match on subject in photo. We tried cropping but, again no matches.

Good luck with your investigation.

Respectfully,

Tpr. James M. Thompson #3890
Massachusetts State Police
Fraud Identification Unit
10 Park Plaza 2nd floor
Boston, MA 02116
Office: (857) 368-9500
Desk: (857) 368-8613
Cell: (857)-324-0410
Fax: (857) 368-0649



From: [REDACTED]@ice.dhs.gov]
Sent: Tuesday, July 16, 2019 10:32 AM
To: MSP-DL - Facial Rec ES
Subject: Facial Rec Assistance
Importance: High

Good Morning, as part of a [REDACTED] we are trying to identify the person in the attached photo. Can you please run facial rec. His facial rec profile name is [REDACTED]. Thank you

From: dhs0603 <dhs0603@gmail.com>
Sent: Tuesday, July 16, 2019 10:08 AM
To: [REDACTED]@dhs.gov
Subject:

Sent from my Sprint Samsung Galaxy S8.

From: [Donnelly, Linda \(DOT\)](#)
To: [Burton, Lisa \(DOT\)](#)
Subject: Facial Recognition
Date: Thursday, July 18, 2019 10:56:00 AM

Good Morning Lisa,

I meant to send this to your attention last month, but when I was auditing a clerk, the pictures kept being taken with the person looking to the side. And since this is face recognition they should be looking straight on.

Just want to bring to your attention. Two have a license and 1 has a permit and MA ID.

The one for [REDACTED] has been corrected on 07/03/19 by KKlosek ? Not sure whom that is, but maybe filled in at your office on that day.

Just a heads up for customers its used as face recognition now. ☺

Hope you are doing well, I miss you guys. Have a great day!

Linda Donnelly ☺

Linda Donnelly

Massachusetts Department of Transportation

Audit Operations/Auditor II

Field Services

10 Park Plaza, Suite 7130

Boston, MA 02116

Cell: 617-939-1814

Linda.donnelly@dot.state.ma.us



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From: [Campbell, Jay \(DOT\)](#)
To: [Guarino, Sarah \(DOT\)](#)
Subject: RE:
Date: Thursday, July 18, 2019 9:17:00 AM

Good morning. I don't have a way of verifying date of birth. However the placard on [REDACTED] was done here in MAB as a walk in. This is a customer from a different country who is here for medical treatment. I am going to cancel the placard on the other file and that file should be invalidated. The customer was told yesterday as well that they will need to bring their placard from their home country with them in the future as they did state they have one there and it does have the universal access symbol on it.

Jay

From: Guarino, Sarah (DOT)
Sent: Wednesday, July 17, 2019 11:34 AM
To: Campbell, Jay (DOT)
Subject:

Good morning Jay,
Customer [REDACTED] was issued a new disabled placard yesterday.
He already has one that's expiring in Sept 2019 under [REDACTED].
Can you please verify his DOB because both records have different info.

Thank you very much,

Sarah Guarino
Facial Recognition Analyst (PC1)
Enforcement Services Unit, MassDOT/RMV
Direct: (857)368-8623
Fax: (857)368-0645
Email: sarah.guarino@dot.state.ma.us

From: buildingengines@requestcom.com on behalf of [Chandra Wilkerson](#)
Subject: Too Hot #1634269684
Date: Thursday, July 18, 2019 9:14:49 AM

MASSDOT

Work Order

Completed Request Confirmation

Request #: [1634269684](#)

Issue Type: Too Hot

Suite: 2310

Michael Ariely,

Your request regarding Too Hot on Floor 2 Facial Recognition Unit for STB 10 Park Plaza is now completed. We hope that you will find all work satisfactory.

Original Details: The staff in this unit is asking that the temperature be adjusted a few degrees lower, for comfort.

Task Status: Completed - Date of completion is Jul 18, 2019 09:14 AM

Please feel free to contact us with any questions or concerns at 857-368-9560.

Thank you,

MASSDOT
857-368-9560

From: buildingengines@requestcom.com on behalf of [Chandra Wilkerson](#)
To: [Alicea, Nelly \(DOT\)](#)
Subject: STB 10 Park Plaza - Too Hot #1634269684
Date: Thursday, July 18, 2019 9:14:46 AM

MASSDOT

WORK ORDER

Notification

Priority: Priority 2
Must Acknowledge By: 07/15/2019 04:01 PM
Must Complete By: 07/16/2019 01:19 PM
Date: 07/18/2019
Request #: [1634269684](#)
Status: Completed
Issue: Too Hot
Building: STB 10 Park Plaza
Address: 10 Park Plaza
Boston, MA 02116
Assignee: Chandra Wilkerson
Department: Enforcement Services (State Police)
Floor: 2
Suite: 2310
Location: Facial Recognition Unit
Person: Michael Ariely
Phone: 8573688601
Ext.:
Fax:
Email: michael.ariely@massmail.state.ma.us

Message: Task Status: Completed - Date of completion is Jul 18, 2019 09:14 AM

From: buildingengines@requestcom.com on behalf of [Chandra Wilkerson](#)
To: [Ramirez, Maria \(DOT\)](#)
Subject: STB 10 Park Plaza - Too Hot #1634269684
Date: Thursday, July 18, 2019 9:14:46 AM

MASSDOT

WORK ORDER

Notification

Priority: Priority 2
Must Acknowledge By: 07/15/2019 04:01 PM
Must Complete By: 07/16/2019 01:19 PM
Date: 07/18/2019
Request #: [1634269684](#)
Status: Completed
Issue: Too Hot
Building: STB 10 Park Plaza
Address: 10 Park Plaza
Boston, MA 02116
Assignee: Chandra Wilkerson
Department: Enforcement Services (State Police)
Floor: 2
Suite: 2310
Location: Facial Recognition Unit
Person: Michael Ariely
Phone: 8573688601
Ext.:
Fax:
Email: michael.ariely@massmail.state.ma.us

Message: Task Status: Completed - Date of completion is Jul 18, 2019 09:14 AM

From: buildingengines@requestcom.com on behalf of [Chandra Wilkerson](#)
To: [Wilkerson, Chandra \(DOT\)](#)
Subject: STB 10 Park Plaza - Too Hot #1634269684
Date: Thursday, July 18, 2019 9:14:45 AM

MASSDOT

WORK ORDER

Notification

Priority: Priority 2
Must Acknowledge By: 07/15/2019 04:01 PM
Must Complete By: 07/16/2019 01:19 PM
Date: 07/18/2019
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Boston, MA 02116
Assignee: Chandra Wilkerson
Department: Enforcement Services (State Police)
Floor: 2
Suite: 2310
Location: Facial Recognition Unit
Person: Michael Ariely
Phone: 8573688601
Ext.:
Fax:
Email: michael.ariely@massmail.state.ma.us

Message: Task Status: Completed - Date of completion is Jul 18, 2019 09:14 AM

From: [Wood, Matthew \(DOT\)](#)
To: [John, Samuel \(DOT\)](#)
Subject: RE: Final Version of the BIA
Date: Thursday, July 18, 2019 8:58:21 AM
Attachments: [Final Deliverable Package.zip](#)

This is the copy I have of the BIA. I don't have the app inventory piece though.

From: John, Samuel (DOT)
Sent: Thursday, July 18, 2019 8:42 AM
To: Wood, Matthew (DOT) <Matthew.Wood@dot.state.ma.us>
Subject: Final Version of the BIA

Hi Matt,

Is the final version of the BIA available on sharepoint? I remember the last meeting the action was to validate the information. I would like to take the team through the content, and make sure it is reflected in our runbooks.

Thanks,

Kind Regards,

Samuel John Jr.

Director of Applications Operations

MassDOT Technology Division

Email: Samuel.John@dot.state.ma.us Mobile: 857-332-7281 Office: 857-368-9820

10 Park Plaza, Suite 8451 Boston, MA 02116



"Speed of change is the driving force; Leading change competently is the only answer." –John Kotter

From: [Chanthaboun, Sye \(DOT\)](#)
To: [Bedard, David \(DOT\)](#)
Cc: [Winkler, Brian \(ATLAS\)](#); [Primerano, John \(DOT\)](#); [Goodman, Ben \(ATLAS\)](#)
Subject: RE: IDEMIA Proposed Dates for OS Updates
Date: Thursday, July 18, 2019 8:22:05 AM

Yes, we can support the proposed schedule.

Sye Chanthaboun
857-368-7722

From: Bedard, David (DOT) <David.Bedard@dot.state.ma.us>
Sent: Thursday, July 18, 2019 6:38 AM
To: Chanthaboun, Sye (DOT) <Sye.Chanthaboun@dot.state.ma.us>
Cc: Winkler, Brian (ATLAS) <Brian.Winkler@dot.state.ma.us>; Primerano, John (DOT) <John.Primerano@dot.state.ma.us>; Goodman, Ben (ATLAS) <ben.goodman@dot.state.ma.us>
Subject: Re: IDEMIA Proposed Dates for OS Updates

I have a meeting with Idemia at 9:30am today. Can I tell them we are good with this schedule? Thanks

On Jul 17, 2019, at 6:30 PM, Chanthaboun, Sye (DOT) <Sye.Chanthaboun@dot.state.ma.us> wrote:

Yes, the same process.

Sye Chanthaboun
857-368-7722

From: Winkler, Brian (ATLAS)
Sent: Wednesday, July 17, 2019 6:29 PM
To: Chanthaboun, Sye (DOT) <Sye.Chanthaboun@dot.state.ma.us>; Bedard, David (DOT) <David.Bedard@dot.state.ma.us>; Primerano, John (DOT) <John.Primerano@dot.state.ma.us>
Cc: Goodman, Ben (ATLAS) <ben.goodman@dot.state.ma.us>
Subject: RE: IDEMIA Proposed Dates for OS Updates

Yes, these dates should be fine. I am assuming it is the same procedure as last month and this coming weekend – we hold off on sending records until the maintenance is complete?

From: Chanthaboun, Sye (DOT)
Sent: Wednesday, July 17, 2019 5:31 PM
To: Bedard, David (DOT) <David.Bedard@dot.state.ma.us>; Primerano, John (DOT) <John.Primerano@dot.state.ma.us>
Cc: Winkler, Brian (ATLAS) <Brian.Winkler@dot.state.ma.us>
Subject: RE: IDEMIA Proposed Dates for OS Updates

I believe we can support these dates, but Brian will have to confirm since we need to hold records then release the remaining after confirmation.

Brian?

Sye Chanthaboun
857-368-7722

From: Bedard, David (DOT)
Sent: Wednesday, July 17, 2019 4:40 PM

To: Primerano, John (DOT) <John.Primerano@dot.state.ma.us>
Cc: Chanthaboun, Sye (DOT) <Sye.Chanthaboun@dot.state.ma.us>
Subject: Re: IDEMIA Proposed Dates for OS Updates

Issuance 360 is the back office/facial recognition system.

On Jul 17, 2019, at 4:32 PM, Primerano, John (DOT) <John.Primerano@dot.state.ma.us> wrote:

Sye

See email from David. Do you feel we can support these dates?

I'm assuming this is the backend system, correct?

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: Kunen, David <David.Kunen@us.idemia.com>
Sent: Wednesday, July 17, 2019 4:29 PM
To: Bedard, David (DOT) <David.Bedard@dot.state.ma.us>; Primerano, John (DOT) <John.Primerano@dot.state.ma.us>
Cc: Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>; Leboeuf, Joseph <Joseph.Leboeuf@us.idemia.com>; Patel, Nainesh <Nainesh.Patel@us.idemia.com>; Chanthaboun, Sye (DOT) <Sye.Chanthaboun@dot.state.ma.us>
Subject: IDEMIA Proposed Dates for OS Updates

Dave, John,

Our support team (Joe Leboeuf is IDEMIA lead) would like to request your approval of dates for the balance of the year for OS updates to be made to the Issuance 360 system. Here are our requested dates:

| Month | UAT* | Testing Complete By** | Production* |
|-----------|------------|-----------------------|-------------|
| August | 8/16/2019 | 8/22/2019 | 8/25/2019 |
| September | 9/13/2019 | 9/19/2019 | 9/22/2019 |
| October | 10/11/2019 | 10/17/2019 | 10/20/2019 |
| November | 11/15/2019 | 11/21/2019 | 11/24/2019 |
| December | 12/13/2019 | 1/2/2020 | 1/5/2020 |
| January | 1/17/2020 | 1/23/2020 | 1/26/2020 |

*To be performed between 8 AM and 10 AM. Completion time assumes no issues are encountered.

**RMV to notify IDEMIA of approval for production installation no later than dates shown in this column.

What do you think of this plan?

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

296 Concord Road, Suite 300
Billerica, MA 01821

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To: [Chanthaboun, Sye \(DOT\)](#)
Cc: [Winkler, Brian \(ATLAS\)](#); [Primerano, John \(DOT\)](#); [Goodman, Ben \(ATLAS\)](#)
Subject: Re: IDEMIA Proposed Dates for OS Updates
Date: Thursday, July 18, 2019 6:38:31 AM

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857-368-7722

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Cc: Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>; Leboeuf, Joseph <Joseph.Leboeuf@us.idemia.com>; Patel, Nainesh <Nainesh.Patel@us.idemia.com>; Chanthaboun, Sye (DOT) <Sye.Chanthaboun@dot.state.ma.us>
Subject: IDEMIA Proposed Dates for OS Updates

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General Manager, Northeast Region
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M. +1 (774) 244 7547
E. david.kunen@us.idemia.com

296 Concord Road, Suite 300
Billerica, MA 01821

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on

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From: [Chanthaboun, Sye \(DOT\)](#)
To: [Winkler, Brian \(ATLAS\)](#); [Bedard, David \(DOT\)](#); [Primerano, John \(DOT\)](#)
Cc: [Goodman, Ben \(ATLAS\)](#)
Subject: RE: IDEMIA Proposed Dates for OS Updates
Date: Wednesday, July 17, 2019 6:30:50 PM

Yes, the same process.

Sye Chanthaboun
857-368-7722

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Sent: Wednesday, July 17, 2019 6:29 PM
To: Chanthaboun, Sye (DOT) <Sye.Chanthaboun@dot.state.ma.us>; Bedard, David (DOT) <David.Bedard@dot.state.ma.us>; Primerano, John (DOT) <John.Primerano@dot.state.ma.us>
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Sent: Wednesday, July 17, 2019 4:29 PM
To: Bedard, David (DOT) <David.Bedard@dot.state.ma.us>; Primerano, John (DOT) <John.Primerano@dot.state.ma.us>
Cc: Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>; Leboeuf, Joseph <Joseph.Leboeuf@us.idemia.com>; Patel, Nainesh <Nainesh.Patel@us.idemia.com>; Chanthaboun, Sye (DOT) <Sye.Chanthaboun@dot.state.ma.us>
Subject: IDEMIA Proposed Dates for OS Updates

Dave, John,

Our support team (Joe Leboeuf is IDEMIA lead) would like to request your approval of dates for the balance of the year for OS updates to be made to the Issuance 360 system. Here are our requested dates:

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*To be performed between 8 AM and 10 AM. Completion time assumes no issues are encountered.

**RMV to notify IDEMIA of approval for production installation no later than dates shown in this column.

What do you think of this plan?

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

296 Concord Road, Suite 300
Billerica, MA 01821



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From: [Winkler, Brian \(ATLAS\)](#)
To: [Chanthaboun, Sye \(DOT\)](#); [Bedard, David \(DOT\)](#); [Primerano, John \(DOT\)](#)
Cc: [Goodman, Ben \(ATLAS\)](#)
Subject: RE: IDEMIA Proposed Dates for OS Updates
Date: Wednesday, July 17, 2019 6:28:00 PM

Yes, these dates should be fine. I am assuming it is the same procedure as last month and this coming weekend – we hold off on sending records until the maintenance is complete?

From: Chanthaboun, Sye (DOT)
Sent: Wednesday, July 17, 2019 5:31 PM
To: Bedard, David (DOT) <David.Bedard@dot.state.ma.us>; Primerano, John (DOT) <John.Primerano@dot.state.ma.us>
Cc: Winkler, Brian (ATLAS) <Brian.Winkler@dot.state.ma.us>
Subject: RE: IDEMIA Proposed Dates for OS Updates

I believe we can support these dates, but Brian will have to confirm since we need to hold records then release the remaining after confirmation.

Brian?

Sye Chanthaboun
857-368-7722

From: Bedard, David (DOT)
Sent: Wednesday, July 17, 2019 4:40 PM
To: Primerano, John (DOT) <John.Primerano@dot.state.ma.us>
Cc: Chanthaboun, Sye (DOT) <Sye.Chanthaboun@dot.state.ma.us>
Subject: Re: IDEMIA Proposed Dates for OS Updates

Issuance 360 is the back office/facial recognition system.

On Jul 17, 2019, at 4:32 PM, Primerano, John (DOT) <John.Primerano@dot.state.ma.us> wrote:

Sye

See email from David. Do you feel we can support these dates?

I'm assuming this is the backend system, correct?

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: Kunen, David <David.Kunen@us.idemia.com>
Sent: Wednesday, July 17, 2019 4:29 PM
To: Bedard, David (DOT) <David.Bedard@dot.state.ma.us>; Primerano, John (DOT) <John.Primerano@dot.state.ma.us>
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To: [Bedard, David \(DOT\)](#); [Primerano, John \(DOT\)](#)
Cc: [Winkler, Brian \(ATLAS\)](#)
Subject: RE: IDEMIA Proposed Dates for OS Updates
Date: Wednesday, July 17, 2019 5:30:45 PM

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From: [Lee Joung](#)
Cc: [Eggleston Shannon](#); [Lusk, William](#)
Subject: AASHTO Transportation Policy Forum Teleconference Agenda for Thu 18 Jul, 2-3pm EDT
Date: Wednesday, July 17, 2019 5:26:11 PM
Attachments: [AASHTO Draft Policy Resolution GP for Infrastructure Readiness WASHTO+GP....docx](#)
[IOO GPs only v1.4 2019-07-15.docx](#)
[AASHTO TPF Special Session Agenda for August 2019 DRAFT 2019-07-17.pdf](#)
[US DOT Advisory Council on Human Trafficking Report Summary 7.8.19.docx](#)
[acht-final-report.pdf](#)

Dear Transportation Policy Forum Members:

We will have our regularly scheduled monthly teleconference **tomorrow, Thursday 18 July from 2 to 3pm EDT**. We have a lot of exciting materials to cover, as noted in the agenda below.

As usual, the call-in number is (888) 585-9008 and the Conference Room Number: 573-175-380. During the call, please be sure to use the mute button when not speaking.

- Welcome from Chair Patrick McKenna
- Presentation and discussion featuring Delaware DOT Secretary Jen Cohan and Washington State DOT Secretary Roger Millar, Co-chairs of the [Cooperative Automated Transportation](#) (CAT) Coalition
 - “Guiding Principles on Connected Infrastructure Supporting Cooperative Automated Transportation” and an accompanying draft policy resolution for TPF consideration (both attached)
- AASHTO Washington update on FAST Act reauthorization and FY 2019 appropriations
- AASHTO reauthorization process update including details on the [TPF Session](#) in Minneapolis 8-9 August
 - Updated agenda for the TPF Special Session (attached)
 - State representation and registration update
 - Development of the draft AASHTO reauthorization policy package
- Open discussion

Also for your information, the final report of the USDOT [Advisory Council on Human Trafficking](#) (AHT) is also attached, along with a summary for state DOTs.

We look forward to the conversation tomorrow.

Joung

Joung H. Lee

Policy Director

AASHTO | American Association of State Highway and Transportation Officials

O: 202-624-5818 | M: 202-642-2270 | jlee@aaashto.org | @mrjounglee | www.transportation.org

From: [Bedard, David \(DOT\)](#)
To: [Primerano, John \(DOT\)](#)
Cc: [Chanthaboun, Sye \(DOT\)](#)
Subject: Re: IDEMIA Proposed Dates for OS Updates
Date: Wednesday, July 17, 2019 4:39:41 PM

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From: [Ogilvie, Colleen \(DOT\)](#)
To: [Breen, Marie \(DOT\)](#); [Fenton, Eileen \(DOT\)](#)
Subject: FW: Documents discussed
Date: Wednesday, July 17, 2019 3:24:07 PM
Attachments: [Attachment 9 Operational Summary.pdf](#)
[Copy of Attachment 8 Business Service Catalog.xlsx](#)

From: Ogilvie, Colleen (DOT)
Sent: Wednesday, July 10, 2019 8:14 PM
To: 'jimmy.pappas@us.gt.com'
Subject: Documents discussed

Jimmy,

Attached are two documents to help provide perspective.

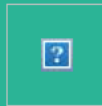
1. Operational Summary- is a document compiled in 2015/6 to accompany our systems replacement procurement issued in 2016
2. Business Services catalog- this is document a previous vendor had us compile and was another procurement attachment.
3. <https://www.mass.gov/lists/drivers-manuals#massachusetts-driver's-manual-link> to the RMV's driver's manual. Provides quick overview of business processes and requirements
4. <https://www.mass.gov/lists/drivers-manuals#additional-driver's-manuals-> link to other RMV manuals related to Commercial, Motorcycle and &7D transport

In relation to your questions about standard procedures and SOP, historically the RMV Training Department has been the dept that documents new policies, policy and procedure changes and distributes to impacted audiences. Most files are stored in Word documents or Powerpoint.

Colleen

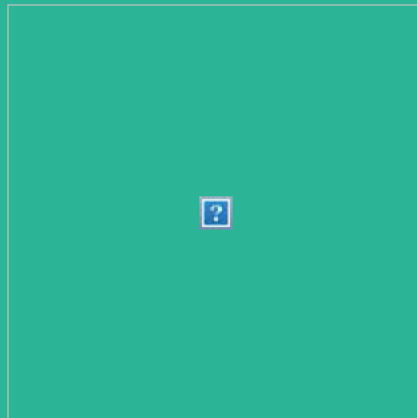
From: [Jason Smith](#)
To: [Sugerman, Carol \(DOT\)](#)
Subject: We have lots of news to share
Date: Wednesday, July 17, 2019 2:30:17 PM

[View this email in your browser](#)



Evident News

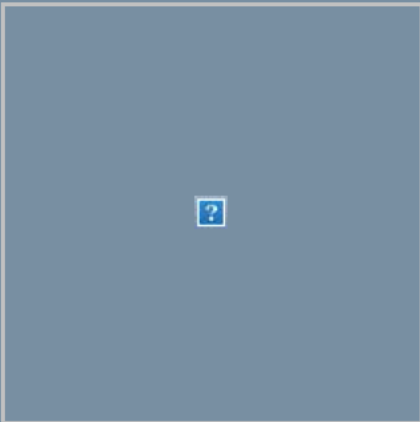
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with Improved AI and Machine Learning Technologies**



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Insurance
Verifications**

Evident's insurance verification

platform can validate both personal and commercial policy coverage, including, but not limited to: general liability, professional liability, vehicle insurance (e.g. automobile, watercraft, aircraft, etc.), and more. Learn more from our brochure.



Webinar

Identity Verification: A Reset for Password Resets

Register to attend our webinar tomorrow, July 18 at 3pm ET



Evident in PC Magazine

Facial Recognition Aids Background Checks

[Read](#)

Byline in Infosecurity Magazine

In the Gig Economy, Background Checks are a Thing of the Past

[Read](#)

Blog Post & Infographic

Transforming the Hotel Customer Journey with Remote Identity Verification



Questions about Evident360 and our platform's new AI and ML capabilities?

Contact Sales



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Atlanta, GA 30305

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From: [Volikas, Mina \(DOT\)](#)
To: [Saji, Diwakar \(DOT\)](#)
Subject: Spreadsheet of non-mainframe applications for R2
Date: Wednesday, July 17, 2019 2:30:03 PM
Attachments: [Copy of Non MF-Applications Merged as of 20180418 72019.xlsx](#)

See attached.

Thank you.

=====
Mina Volikas
Business Analyst
Massachusetts Department of Transportation, Information Technology
857-368-7763
mina.volikas@state.ma.us
www.mass.gov/massdot

From: [Guarino, Sarah \(DOT\)](#)
To: [Ariely, Michael \(DOT\)](#)
Subject: Recs2SpexJul1-17
Date: Wednesday, July 17, 2019 1:15:48 PM
Attachments: [Recs2SpexJul1-5.docx](#)
[Recs2SpexJul8-12.docx](#)
[Recs2SpexJul15-17.docx](#)

Mike,
Verify and let me know if anything.

Sarah Guarino
Facial Recognition Analyst (PC1)
Enforcement Services Unit, MassDOT/RMV
Direct: (857)368-8623
Fax: (857)368-0645
Email: sarah.guarino@dot.state.ma.us

From: [Guarino, Sarah \(DOT\)](#)
To: [Campbell, Jay \(DOT\)](#)
Date: Wednesday, July 17, 2019 11:33:42 AM

Good morning Jay,
Customer [REDACTED] was issued a new disabled placard yesterday.
He already has one that's expiring in Sept 2019 under [REDACTED].
Can you please verify his DOB because both records have different info.

Thank you very much,

Sarah Guarino
Facial Recognition Analyst (PC1)
Enforcement Services Unit, MassDOT/RMV
Direct: (857)368-8623
Fax: (857)368-0645
Email: sarah.guarino@dot.state.ma.us

From: [Gawron, Stephen \(POL\)](#)
To: [Boyle, Christopher \(DOT\)](#)
Subject: Re: FIU 2019 Stats
Date: Wednesday, July 17, 2019 10:45:54 AM
Attachments: [image002.png](#)

Ty

Sent from my iPhone

On Jul 17, 2019, at 7:48 AM, Boyle, Christopher (DOT)
<Christopher.P.Boyle@dot.state.ma.us> wrote:

DCapt,

Below are the stats for the FIU YTD:

The FIU has made 23 arrests so far this year. Last year (2018) the total number of arrests was 22. I believe with additional troopers we could quadruple that number.

A query of WMS showed 520 active warrants for 90-24B (Fraudulent RMV Documents). Of those, 208 were sworn out by the MSP. With additional troopers and collaboration with VFAS we would be able to track down and arrest many of these subjects.

The first hour and a half to two hours of every day is spent reviewing facial recognition "hits" from the previous day. Additional troopers would help to lessen this burden.

Facial Recognition stats:

Automated Matches: 115,154 (This is how pictures have been manually reviewed by FIU troopers)

Data Errors: 1141

Criminal Cases: 310

The FIU has received 51 State to State cases that we are mandated to investigate per federal law.

The FIU has pulled RMV documents for 58 investigations for various law enforcement partners.

The FIU has assisted the HSI Document and Benefits Fraud Task Force (DBTF) with 183 hours of surveillance this year. There are times when HSI requests extra bodies and we cannot provide them due to FIU investigations, previous commitments, and time off etc. We have also assisted in two operations that lead to 16 combined arrests.

There are times that the FIU is tasked with longer, more complex investigations such as the recent investigation into the compromise of the "myRMV" online portal. Investigations such as these require immediate attention and manpower to be completed successfully.

Currently, the FIU operates in a more reactive than proactive manner due to many everyday requirements. Additional troopers would allow the FIU to conduct more complex and proactive investigations.

Please see that attached FIU (Compliance) roster from 2007 that shows 14 members assigned to the unit.

Respectfully,

Chris

Lieutenant Christopher Boyle #2710
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza, 2nd Floor
Boston, MA 02116
christopher.boyle@mass.gov
cell: 781-738-7286
<image002.png><image003.jpg>

<FIU Roster 2007.pdf>

From: [Boyle, Christopher \(DOT\)](#)
To: [Commonwealth Fusion Center \(POL\); Brooks](#) [REDACTED]
Subject: RE: identification
Date: Wednesday, July 17, 2019 10:41:00 AM
Attachments: [image001.png](#)

The FIU had a case on [REDACTED]. Both of those records have been revoked for fraudulent activity.

In the RMV database, [REDACTED] comes back to a deceased party, [REDACTED]). We have revoked this record as well in case someone else tries to use the same information. There is no photo attached to the [REDACTED] record due to it being so old.

Chris

Lieutenant Christopher Boyle #2710
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza, 2nd Floor
Boston, MA 02116
christopher.boyle@mass.gov
cell: 781-738-7286



From: Commonwealth Fusion Center (POL)

Sent: Tuesday, July 16, 2019 2:39 PM

To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: Fw: identification

Good Afternoon,

Reference SharePoint Activity Log #: [REDACTED]8, please see below & attached RE: possible fraudulent ID(s).

Respectfully,

Sean Bender

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

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From: Commonwealth Fusion Center (POL)
Sent: Tuesday, July 16, 2019 2:27 PM
To: [REDACTED]
Subject: Re: identification

Good Afternoon, Sir -

Unfortunately, Facial Recognition on the attached photograph returned no close matches to any Massachusetts Driver's Licenses or IDs.

However, a query of the name provided, [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[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

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

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From: [REDACTED]
Sent: Tuesday, July 16, 2019 1:46 PM
To: Commonwealth Fusion Center (POL)
Subject: identification

Good morning
I was wondering if you would be able to identify this person within the Massachusetts RMV database or any other that you have access to. [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

Thanks

Tpr. Dennis M. Lynch [REDACTED]
Massachusetts State Police
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

From: [Boyle, Christopher \(DOT\)](#)
To: [Gawron, Stephen \(POL\)](#)
Subject: FIU 2019 Stats
Date: Wednesday, July 17, 2019 7:48:00 AM
Attachments: [FIU Roster 2007.pdf](#)
[image002.png](#)

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From: [Walker, Stephen \(DOT\)](#)
To: [Boyle, Christopher \(DOT\)](#)
Subject: Case # 2018-134-5499-0059 Rev #2 7-16-19
Date: Tuesday, July 16, 2019 4:47:01 PM
Attachments: [Case # 2018-134-5499-0059 Rev #2 7-16-19.doc](#)

Lt.

In case the link doesn't work.

From: [Commonwealth Fusion Center \(POL\)](#)

To: [REDACTED]

Subject: Fw: identification

Date: Tuesday, July 16, 2019 2:39:29 PM

Attachments: [REDACTED]

Good Afternoon,

Reference SharePoint Activity Log #: [REDACTED], please see below & attached RE: possible fraudulent ID(s).

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: Tuesday, July 16, 2019 2:27 PM

To: [REDACTED]

Subject: Re: identification

Good Afternoon, Sir -

Unfortunately, Facial Recognition on the attached photograph returned no close matches to any Massachusetts Driver's Licenses or IDs.

[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,

[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]
Sent: Tuesday, July 16, 2019 1:46 PM
To: Commonwealth Fusion Center (POL)
Subject: identification

Good morning
I was wondering if you would be able to identify this person within the Massachusetts RMV database or any other that you have access to [REDACTED]

[REDACTED]

Thanks

Tpr. Dennis M. Lynch [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

From: [Valley, Joan \(DOT\)](#)
To: [Ogilvie, Colleen \(DOT\)](#)
Subject: FW:
Date: Tuesday, July 16, 2019 12:38:00 PM
Attachments: [Attachment 9 Operational Summary.pdf](#)
[Copy of Attachment 8 Business Service Catalog.xlsx](#)

From: Valley, Joan (DOT)
Sent: Wednesday, July 10, 2019 5:58 PM
To: Ogilvie, Colleen (DOT) <Colleen.Ogilvie@dot.state.ma.us>
Subject:

<https://www.mass.gov/lists/drivers-manuals#massachusetts-driver's-manual->

Joan M. Valley
ATLAS Project Team
Department of Transportation - RMV Division
25 Newport Ave Extension
Quincy, MA 02171

857-368-7708

joan.valley@dot.state.ma.us

mass.gov/rmv

From: [Soni, Deepanshu \(DOT\)](#)
To: [David, Hannah \(DOT\)](#)
Subject: RE: Consolidated Action Items, CX Action Items and Decision Log items Completed >= "07/07/2019"
Date: Tuesday, July 16, 2019 11:00:00 AM
Attachments: [Action, CX & Decision Items Completed greater equal "07_07_2019".ods](#)

Added the Marketing/communication items, but couldn't locate the application security items in the workbench.

Best

Deepanshu

From: Soni, Deepanshu (DOT)
Sent: Tuesday, July 16, 2019 10:47 AM
To: David, Hannah (DOT) <Hannah.David@dot.state.ma.us>
Subject: Consolidated Action Items, CX Action Items and Decision Log items Completed >= '07/07/2019'

Let me know if this looks good and let's touch base regarding the next step whenever it's convenient for you.

Thanks

Deepanshu Soni

ATLAS Project Team
Massachusetts Dept. of Transportation (MassDOT)
R.M.V Division
25 Newport Ave Extension
Quincy, MA 02171
PH: 857-368-7705
Cell: 352-283-4783

From: [Soni, Deepanshu \(DOT\)](#)
To: [David, Hannah \(DOT\)](#)
Subject: Consolidated Action Items, CX Action Items and Decision Log items Completed >= "07/07/2019"
Date: Tuesday, July 16, 2019 10:46:00 AM
Attachments: [Action, CX & Decision Items Completed greater equal "07_07_2019".ods](#)

Let me know if this looks good and let's touch base regarding the next step whenever it's convenient for you.

Thanks

Deepanshu Soni

ATLAS Project Team
Massachusetts Dept. of Transportation (MassDOT)
R.M.V Division
25 Newport Ave Extension
Quincy, MA 02171
PH: 857-368-7705
Cell: 352-283-4783

From: [Lavoie, Sara \(DOT\)](#)
To: [Macdonald, Alan \(DOT\)](#)
Subject: FW: Registry Order for Enforcement Services Facial recognition Room
Date: Tuesday, July 16, 2019 9:23:00 AM
Attachments: [ITC66-REGISTRY-ENFORCEMENTSERVICES-FACIALRECOGNITION-PARKPLAZA-IMC4500-6-20-19.docx](#)

Alan, Liz Silva is helping me with a computer problem this morning and reminded me of this color copier/scanner/printer need. Would you please alert General Services/Aric Warren that we need this machine as it was missed during the machine rollout? I can provide any other info if needed.

From: Judith Gilman [mailto:judith.gilman@ricoh-usa.com]
Sent: Monday, July 15, 2019 12:34 PM
To: Ball, Dawn (DOT); Silva, Elizabeth (DOT); Cadorette, John (DOT)
Cc: Lavoie, Sara (DOT); Ariely, Michael (DOT); Jim Bowser; Francois Jr., Roland (DOT); West, Donald (DOT); Judith Gilman
Subject: FW: Registry Order for Enforcement Services Facial recognition Room

Hi Dawn and Liz,
Just checking in to see if this paperwork has been signed? If not, Could you please have it signed and scanned back to me?
Thank you very much!

Judy Gilman
Account Manager
781-389-5835

RICOH USA
One Federal St.
Boston, Mass.02110

From: Judith Gilman <judith.gilman@ricoh-usa.com>
Sent: Thursday, June 20, 2019 2:53 PM
To: Ball, Dawn (DOT) <dawn.ball@state.ma.us>; Cadorette, John (DOT) <john.cadorette@state.ma.us>; Silva, Elizabeth (DOT) <elizabeth.silva@state.ma.us>
Cc: Lavoie, Sara (DOT) <sara.lavoie@state.ma.us>; Ariely, Michael (DOT) <michael.ariely2@state.ma.us>; Judith Gilman <judith.gilman@ricoh-usa.com>; Jim Bowser <jim.bowser@ricoh-usa.com>; Francois, Roland (DOT) <roland.francois@state.ma.us>; West, Donald (DOT) <donald.west@state.ma.us>
Subject: Registry Order for Enforcement Services Facial recognition Room

Hi all,
This order is to replace an expired MPC5503 #C81031970 which was inadvertently missed with the Registry rollout. After speaking with Sara and confirming the needs for the department, attached is the ITC66 Form for your review and signature.
The pricing includes the lease, supplies, and service for a four year lease – same terms as the large Registry deal.

Please let me know if you have any questions.

Thank you

Judy Gilman

Account Manager

781-389-5835

RICOH USA

50 Braintree Hill Office Park

Suite 304

Braintree, Mass.02184

From: [Orenberg, Joshua \(DOT\)](#)
To: [Orenberg, Joshua \(DOT\)](#)
Subject: RMV Org Chart Updated July18.pdf
Date: Tuesday, July 16, 2019 7:37:54 AM
Attachments: [RMV Org Chart Updated July18.pdf](#)

From: buildingengines@requestcom.com on behalf of [Michael Ariely](#)
To: [Wilkerson, Chandra \(DOT\)](#)
Subject: STB 10 Park Plaza - Too Hot #1634269684
Date: Monday, July 15, 2019 2:01:09 PM

MASSDOT

Notification

Priority: Priority 2
Must Acknowledge By: 07/15/2019 04:01 PM
Date: 07/15/2019
Request #: [1634269684](#)
Status: New
Issue: Too Hot
Building: STB 10 Park Plaza
Address: 10 Park Plaza
Boston, MA 02116
Assignee: n/a
Department: Enforcement Services (State Police)
Floor: 2
Suite: 2310
Location: Facial Recognition Unit
Person: Michael Ariely
Phone: 8573688601
Ext.:
Fax:
Email: michael.ariely@massmail.state.ma.us

Message: The staff in this unit is asking that the temperature be adjusted a few degrees lower, for comfort.

From: buildingengines@requestcom.com on behalf of [Chandra Wilkerson](#)
To: [Wilkerson, Chandra \(DOT\)](#)
Subject: STB 10 Park Plaza - Too Hot #1634269684
Date: Monday, July 15, 2019 2:19:32 PM

MASSDOT

WORK ORDER

Notification

Priority: Priority 2
Must Acknowledge By: 07/15/2019 04:01 PM
Date: 07/15/2019
Request #: [1634269684](#)
Status: Open
Issue: Too Hot
Building: STB 10 Park Plaza
Address: 10 Park Plaza
Boston, MA 02116
Assignee: Chandra Wilkerson
Department: Enforcement Services (State Police)
Floor: 2
Suite: 2310
Location: Facial Recognition Unit
Person: Michael Ariely
Phone: 8573688601
Ext.:
Fax:
Email: michael.ariely@massmail.state.ma.us
Original Details: The staff in this unit is asking that the temperature be adjusted a few degrees lower, for comfort.

Message: Assigned To: Chandra Wilkerson Original Details: The staff in this unit is asking that the temperature be adjusted a few degrees lower, for comfort.

From: [Commonwealth Fusion Center \(POL\)](#)
To: [Connolly, Steven \(POL\)](#); [Boyle, Christopher \(POL\)](#)
Subject: Facial Recognition results for [REDACTED]
Date: Monday, July 15, 2019 4:45:02 PM
Attachments: [Facial Recognition results.xlsx](#)

Good afternoon. There were three photos that I added to the HSIN Exchange and requested that all states perform facial recognition on the photos. Attached are the results that were received to date. There are a couple that I am still waiting to hear back. When I receive those results, I will forward those to you. Let me know if you cannot open the results and I will copy them from the website and save them so that I can forward them to you. If you have any questions, please give me a call at [REDACTED]. Thanks.

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

From: buildingengines@requestcom.com on behalf of [Michael Ariely](#)
To: [Alicea, Nelly \(DOT\)](#)
Subject: STB 10 Park Plaza - Too Hot #1634269684
Date: Monday, July 15, 2019 2:01:08 PM

MASSDOT

Notification

Priority: Priority 2
Must Acknowledge By: 07/15/2019 04:01 PM
Date: 07/15/2019
Request #: [1634269684](#)
Status: New
Issue: Too Hot
Building: STB 10 Park Plaza
Address: 10 Park Plaza
Boston, MA 02116
Assignee: n/a
Department: Enforcement Services (State Police)
Floor: 2
Suite: 2310
Location: Facial Recognition Unit
Person: Michael Ariely
Phone: 8573688601
Ext.:
Fax:
Email: michael.ariely@massmail.state.ma.us

Message: The staff in this unit is asking that the temperature be adjusted a few degrees lower, for comfort.

From: buildingengines@requestcom.com on behalf of [Michael Ariely](#)
To: [Ramirez, Maria \(DOT\)](#)
Subject: STB 10 Park Plaza - Too Hot #1634269684
Date: Monday, July 15, 2019 2:01:07 PM

MASSDOT

Notification

Priority: Priority 2
Must Acknowledge By: 07/15/2019 04:01 PM
Date: 07/15/2019
Request #: [1634269684](#)
Status: New
Issue: Too Hot
Building: STB 10 Park Plaza
Address: 10 Park Plaza
Boston, MA 02116
Assignee: n/a
Department: Enforcement Services (State Police)
Floor: 2
Suite: 2310
Location: Facial Recognition Unit
Person: Michael Ariely
Phone: 8573688601
Ext.:
Fax:
Email: michael.ariely@massmail.state.ma.us

Message: The staff in this unit is asking that the temperature be adjusted a few degrees lower, for comfort.

From: [Judith Gilman](#)
To: [Ball, Dawn \(DOT\)](#); [Silva, Elizabeth \(DOT\)](#); [Cadorette, John \(DOT\)](#)
Cc: [Lavoie, Sara \(DOT\)](#); [Ariely, Michael \(DOT\)](#); [Jim Bowser](#); [Francois Jr., Roland \(DOT\)](#); [West, Donald \(DOT\)](#); [Judith Gilman](#)
Subject: FW: Registry Order for Enforcement Services Facial recognition Room
Date: Monday, July 15, 2019 12:35:53 PM
Attachments: [ITC66-REGISTRY-ENFORCEMENTSERVICES-FACIALRECOGNITION-PARKPLAZA-IMC4500-6-20-19.docx](#)

Hi Dawn and Liz,

Just checking in to see if this paperwork has been signed? If not, Could you please have it signed and scanned back to me?

Thank you very much!

Judy Gilman
Account Manager
781-389-5835

RICOH USA
One Federal St.
Boston, Mass.02110

From: Judith Gilman <judith.gilman@ricoh-usa.com>
Sent: Thursday, June 20, 2019 2:53 PM
To: Ball, Dawn (DOT) <dawn.ball@state.ma.us>; Cadorette, John (DOT) <john.cadorette@state.ma.us>; Silva, Elizabeth (DOT) <elizabeth.silva@state.ma.us>
Cc: Lavoie, Sara (DOT) <sara.lavoie@state.ma.us>; Ariely, Michael (DOT) <michael.ariely2@state.ma.us>; Judith Gilman <judith.gilman@ricoh-usa.com>; Jim Bowser <jim.bowser@ricoh-usa.com>; Francois, Roland (DOT) <roland.francois@state.ma.us>; West, Donald (DOT) <donald.west@state.ma.us>
Subject: Registry Order for Enforcement Services Facial recognition Room

Hi all,

This order is to replace an expired MPC5503 #C81031970 which was inadvertently missed with the Registry rollout. After speaking with Sara and confirming the needs for the department, attached is the ITC66 Form for your review and signature.

The pricing includes the lease, supplies, and service for a four year lease – same terms as the large Registry deal.

Please let me know if you have any questions.

Thank you

Judy Gilman
Account Manager
781-389-5835
RICOH USA
50 Braintree Hill Office Park
Suite 304
Braintree, Mass.02184

From: [Riley, Judith \(DOT\)](#)
To: [Riley, Judith \(DOT\)](#)
Subject: MassDOT EOD
Date: Friday, July 12, 2019 5:58:53 PM

BOSTON GLOBE

- Adam Vaccaro said a reader inquired about new Orange Line cars being transported on trucks away from Wellington and asked why that was happening. Vaccaro was informed that a new Orange Line “married pair” (two cars) was transported to Cabot in order for Red Line operators and Red Line repairmen to also begin to be trained on the new vehicles. Thanks to the commonality of components and parts between each new fleet, Red Line operators and repairmen will begin hands-on training in advance of the new Red Line cars also arriving. About 160 Orange Line operators have completed the classroom and hands-on portion of training at Wellington with over 200 Red Line operators to begin training on the new vehicles as well. There was also a second married pair (two cars) that were also transported back to Springfield this week to move forward with their regular final configuration process. Vaccaro was also provided a few photos of cars being moved and arriving at Cabot on flatbed trucks.
- A reporter requested information on electric scooters. MassDOT forwarded this outlet a link to a press release distributed on roadway safety legislation this spring.
- A reporter requested information on a study on infrastructure condition. MassDOT provided the reporter with background information and told the outlet that the Baker-Polito Administration is investing over \$7 billion for roadway and bridge projects as well as \$1 billion for the Chapter 90 program for local infrastructure projects over the next five years, and has created a Municipal Small Bridge Program through which over \$42 million has been provided to cities and towns to repair or rehabilitate municipally-owned small bridges. The Administration has increased the total level of investment in the transportation system by \$3.2 billion over the last three years, and will continue making investments to support a robust, resilient, and reliable transportation system across the Commonwealth.
- A reporter submitted the following FOIA request today to the MassDOT Legal Department:
 - “Any/all e-mails sent since March, 1, 2018 from Thomas Bonarrigo to Thomas Bowes containing any of the following the words: "backload"; "backloads"; "back load"; "back loads"; "backlog"; "backlogs"; "back log"; "back logs"; "delay"; "delays"; "out-of-state"; "out of state"; "notifications"; or "violations"
 - Any/all e-mails sent since March 1, 2018 from Debra Eaton to Thomas Bowes containing any of the following the words: "backload"; "backloads"; "back load"; "back loads"; "backlog"; "backlogs"; "back log"; "back logs"; "delay"; "delays"; "out-of-state"; "out of state"; "notifications"; or "violations."

NBC 10

- Yesterday evening, Marlena Spurr inquired about a Red Line delay, saying, “people on the train are tweeting about it.” Spurr was informed that a train approaching Davis Station heading northbound (outbound) became disabled due to a mechanical issue. The train behind

the disabled train worked to "tack on" to the train to push it into the station, which occurred with passengers offloaded. The disabled train was moved off the line so that the cause of the mechanical issue could be investigated and fixed. Service information was updated at MBTA.com and on Twitter. We apologize to customers for the service issue and actively worked as safely and quickly as possible to remedy it.

BNN NEWS

- Citing a Boston Globe column, Chris Lovett inquired about and was provided June 2018 and June 2019 Red Line ridership data. Using CharlieCard taps at station entrances as the method of measurement, ridership for the entire line was down 10.3% the week of the derailment from that of June 2018 ridership. In June 2018, the Red Line averaged 202,046 riders. Experiencing more significant drops were the Dorchester and Braintree branch stations, down 22.9% and 27.1% in Week 2 of June 2019 respectively. By the following week, Red Line ridership started to climb back up with the climb continuing during the fourth week of June (two weeks post-derailment). Week 4 shows Quincy stations increasing, showing 8.3% fewer taps than last June while the rest of the Red Line is pretty close to steady, overall increasing a bit. It also worth noting that, for the week of the derailment and the first two days of the following week, subway pass holders were given the option of using extra commuter rail trains at stops along the Braintree branch. Also, every year, there is a system-wide decline in ridership during summer months.

GREEN LINE D BRANCH WORK

- Today the MBTA announced that Green D-Line track and signal work is taking place with evening shuttle buses replacing D-Line service between Newton Highlands and Kenmore beginning at 8:30 p.m. on Mondays through Fridays beginning last Monday through December 20, 2019. The MBTA is also doing work as part of the Fenway Portal Project. The MBTA advises customers to anticipate an additional 15 minutes of commuting time during evening shuttle buses. This work is the continuation of the Green Line D-branch's Track and Signal Replacement project, which will replace approximately 6.5 miles of signal infrastructure, 25,000 feet of track, and includes special track work between Beaconsfield and Riverside. The project will also centralize signal equipment, replace antiquated signals with modern technology, and replace jointed rail with continuous welded rail. Modern signal systems are less likely to experience issues or disruptions, resulting in fewer delays and increased Green Line reliability. The upgraded infrastructure will also result in the removal of speed restrictions along the D branch. Construction has been ongoing in Newton since spring 2019. On July 8, work shifted east along the D Branch between Newton Highlands and Brookline Hills. Contractors are working in up to three locations each night from 8:30 p.m. to approximately 5 a.m. The first crew is replacing track, railroad ties, and ballast; the second crew is building new signal equipment and replacing cables; and the third crew is repairing catenary poles. This work is scheduled to continue through December 2019. Additional construction is planned from April 2020 through December 2020. Over eighteen weekends in 2019 and 2020, shuttle buses will also replace trolley service on various portions of the D branch from the beginning of service Saturday to the end of service on Sunday.

GREEN LINE TRANSFORMATION: GRADE CROSSING REPLACEMENT VIDEO/PHOTO OPPORTUNITY

- The MBTA today released a media advisory inviting press to take photos or video of Green Line grade crossing replacement work at the intersection of [Winchester Street and Beacon Street](#) viewable from 1394 Beacon Street or 1388 Beacon Street in Brookline between 8 p.m. and midnight tomorrow, July 13. As part of the MBTA's \$8 billion, five-year capital improvement program, MBTA crews and contractors are replacing Green Line tracks at approximately 30 locations where the trolleys intersect with vehicular roadways. This weekend's efforts will be concentrated on the crossing at Winchester and Beacon Streets and also includes an adjacent pedestrian-only crossing. This work seeks to improve Green Line reliability by replacing the existing tracks at these crossings. Additionally, the new crossings will result in improvements to accessibility, as well as safety enhancements for pedestrians, cyclists, and motor vehicles.

RMV DATA SHARING REVIEW

- MassDOT today released a third interim progress report regarding the ongoing review of RMV state-to-state communications and actions underway being led by Acting Registrar of Motor Vehicles Jamey Tesler.
- A Boston Globe reporter asked follow-up questions on this topic. The reporter was referred to the third interim progress report which contains the latest available information.

COMMONWEALTH MAGAZINE

- A reporter with this outlet contacted MassDOT today to ask about federal access to the Registry's driver's database for facial recognition inquiries. She asked, "I'm writing a story about federal immigration authorities having access to city and state databases ahead of this weekend's raids. In lieu of the raids this weekend, is MassDOT and the Commonwealth putting a pause to DHS/ICE access to the RMV's database?" A MassDOT spokesperson provided the following comment which has been given to other outlets: "The Massachusetts Registry of Motor Vehicles cooperates with law enforcement on specific case by case queries related to criminal investigations but does not provide system access to federal authorities and is not negotiating to do so."

EAGLE TRIBUNE

- A reporter with this outlet requested information on a project in Haverhill and a request by the City of Haverhill for MassDOT to install a barrier on Main Street to prevent jay-walking. MassDOT advised this reporter that the project is substantially complete. MassDOT has not received an official request from the City and will review the request when it is received.

BERKSHIRE EAGLE

- A reporter with this outlet received an update on the Lenox Dale Bridge in Lee. The reporter was given a list of work items that have been completed to date and a list of upcoming construction activities. He was also told that the project started on June 7, 2018, and is anticipated to be completed in July 2020. The contractor for the project is Northern Construction. The project's total cost is estimated to be \$2.8 million.

MASSLIVE

- A reporter with this outlet asked for clarification on motor vehicle registration data that he recently requested and received. This request is pending at this time.

MULTIPLE OUTLETS

- MassDOT sent a release to media announcing that there will be lane closures on I-495 north and southbound in Haverhill between exits 48 and 49 during overnight hours only from Monday, July 15 through Thursday, July 18. The closures will occur each night between 7:00 p.m., and 5:00 a.m. the following morning
- MassDOT issued a media advisory to announce that crews will be conducting paving maintenance activities at specific shoulder locations on Interstate 90 eastbound and westbound in Becket and Otis. The work is scheduled to begin on Monday, July 15, and will continue through to Thursday, July 18, and will occur between the daytime hours of 5:00 a.m. and 4:00 p.m. Travel will be maintained on I-90 in these areas at all times. Schedule and detour information was included in the advisory.
- MassDOT issued a media advisory to announce that crews will implement overnight lane closures on Route 24 north and south in the vicinity of the Route 44 interchange. The closures are necessary to allow crews to install girders for the new Route 44 East Bridge over Route 24 and to install a new gas main north of the bridge. In addition, there will be lane reductions on Route 44 and full closures of the Route 24 on-ramps. In order to facilitate construction operations, Route 24 northbound and southbound will be closed one at a time in the following sequence: Route 24 north will be closed on Friday, July 12, from 10:00 p.m. to 6:00 a.m. the following morning. Route 24 south will be closed on Saturday, July 13, from 10:00 p.m. to 6:00 a.m. the following morning. A detailed list of detours was included in the advisory.
- MassDOT released a look-ahead of the traffic impacts related to the Tobin Bridge/Chelsea Curves Rehabilitation Project. The update stated that the 4th Street off-ramp will be closed for 2 to 3 months beginning on Monday, July 15 to allow for steel repairs, structural rehabilitation, safety improvements and installation of permanent crash barriers on both sides of the ramp. The update also listed traffic impacts on Route 1 northbound and southbound as well as traffic impacts between July 14 and 27 relating to the North Washington Street Bridge Replacement Project.

From: [Riley, Judith \(DOT\)](#)
To: [Marvin, Patrick \(DOT\)](#); [Jessen, Klark \(DOT\)](#)
Subject: RE: MassDOT EOD Any final changes?
Date: Friday, July 12, 2019 5:30:29 PM

Thanks.

From: Marvin, Patrick (DOT) <Patrick.Marvin@dot.state.ma.us>
Sent: Friday, July 12, 2019 5:28 PM
To: Jessen, Klark (DOT) <Klark.Jessen@dot.state.ma.us>
Cc: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>
Subject: Re: MassDOT EOD Any final changes?

All good

Sent from my iPhone

On Jul 12, 2019, at 5:27 PM, Jessen, Klark (DOT) <Klark.Jessen@dot.state.ma.us> wrote:

Good here.

On Jul 12, 2019, at 5:21 PM, Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us> wrote:

BOSTON GLOBE

- Adam Vaccaro said a reader inquired about new Orange Line cars being transported on trucks away from Wellington and asked why that was happening. Vaccaro was informed that a new Orange Line “married pair” (two cars) was transported to Cabot in order for Red Line operators and Red Line repairmen to also begin to be trained on the new vehicles. Thanks to the commonality of components and parts between each new fleet, Red Line operators and repairmen will begin hands-on training in advance of the new Red Line cars also arriving. About 160 Orange Line operators have completed the classroom and hands-on portion of training at Wellington with over 200 Red Line operators to begin training on the new vehicles as well. There was also a second married pair (two cars) that were also transported back to Springfield this week to move forward with their regular final configuration process. Vaccaro was also provided a few photos of cars being moved and arriving at Cabot on flatbed trucks.
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NBC 10

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To: [Jessen, Klark \(DOT\)](#)
Cc: [Marvin, Patrick \(DOT\)](#)
Subject: RE: MassDOT EOD Any final changes?
Date: Friday, July 12, 2019 5:30:14 PM

Thanks.

From: Jessen, Klark (DOT) <Klark.Jessen@dot.state.ma.us>
Sent: Friday, July 12, 2019 5:28 PM
To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>
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To: [Riley, Judith \(DOT\)](#)
Cc: [Marvin, Patrick \(DOT\)](#)
Subject: Re: MassDOT EOD Any final changes?
Date: Friday, July 12, 2019 5:27:42 PM

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From: [Riley, Judith \(DOT\)](#)
To: [Marvin, Patrick \(DOT\)](#); [Jessen, Klark \(DOT\)](#)
Subject: MassDOT EOD Any final changes?
Date: Friday, July 12, 2019 5:21:55 PM

BOSTON GLOBE

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NBC 10

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MASSLIVE

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From: [Jessen, Klark \(DOT\)](#)
To: [Riley, Judith \(DOT\)](#)
Subject: Re: EOD July 12 Final Draft
Date: Friday, July 12, 2019 4:57:58 PM

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MASSLIVE

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• MassDOT issued a media advisory to announce that crews will be conducting paving maintenance activities at specific shoulder locations on Interstate 90 eastbound and westbound in Becket and Otis. The work is scheduled to begin on Monday, July 15, and will continue through to Thursday, July 18, and will occur between the daytime hours of 5:00 a.m. and 4:00 p.m. Travel will be maintained on I-90 in these areas at all times. Schedule and detour information was included in the release.

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From: [Riley, Judith \(DOT\)](#)
To: [Goddard, Jacquelyn \(DOT\)](#); [Pesaturo, Joe D \(MBTA\)](#); [Marvin, Patrick \(DOT\)](#); [Battiston, Lisa \(DOT\)](#); [Jessen, Klark \(DOT\)](#)
Subject: EOD July 12 Final Draft
Date: Friday, July 12, 2019 4:55:28 PM

BOSTON GLOBE

- Adam Vaccaro said a reader inquired about new Orange Line cars being transported on trucks away from Wellington and asked why that was happening. Vaccaro was informed that a new Orange Line “married pair” (two cars) was transported to Cabot in order for Red Line operators and Red Line repairmen to also begin to be trained on the new vehicles. Thanks to the commonality of components and parts between each new fleet, Red Line operators and repairmen will begin hands-on training in advance of the new Red Line cars also arriving. About 160 Orange Line operators have completed the classroom and hands-on portion of training at Wellington with over 200 Red Line operators to begin training on the new vehicles as well. There was also a second married pair (two cars) that were also transported back to Springfield this week to move forward with their regular final configuration process. Vaccaro was also provided a few photos of cars being moved and arriving at Cabot on flatbed trucks.
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GREEN LINE D BRANCH WORK

- Today the MBTA announced that Green D-Line track and signal work is taking place with evening shuttle buses replacing D-Line service between Newton Highlands and Kenmore beginning at 8:30 p.m. on Mondays through Fridays beginning last Monday through December 20, 2019. The MBTA is also doing work as part of the Fenway Portal Project. The MBTA advises customers to anticipate an additional 15 minutes of commuting time during evening shuttle buses. This work is the continuation of the Green Line D-branch's Track and Signal Replacement project, which will replace approximately 6.5 miles of signal infrastructure, 25,000 feet of track, and includes special track work between Beaconsfield and Riverside. The project will also centralize signal equipment, replace antiquated signals with modern technology, and replace jointed rail with continuous welded rail. Modern signal systems are less likely to experience issues or disruptions, resulting in fewer delays and increased Green Line reliability. The upgraded infrastructure will also result in the removal of speed restrictions along the D branch. Construction has been ongoing in Newton since spring 2019. On July 8, work shifted east along the D Branch between Newton Highlands and Brookline Hills. Contractors are working in up to three locations each night from 8:30 p.m. to approximately 5 a.m. The first crew is replacing track, railroad ties, and ballast; the second crew is building new signal equipment and replacing cables; and the third crew is repairing catenary poles. This work is scheduled to continue through December 2019. Additional construction is planned from April 2020 through December 2020. Over eighteen weekends in 2019 and 2020, shuttle buses will also replace trolley service on various portions of the D branch from the beginning of service Saturday to the end of service on Sunday.

GREEN LINE TRANSFORMATION: GRADE CROSSING REPLACEMENT VIDEO/PHOTO OPPORTUNITY

- The MBTA today released a media advisory inviting press to take photos or video of Green Line grade crossing replacement work at the intersection of [Winchester Street and Beacon Street](#) viewable from 1394 Beacon Street or 1388 Beacon Street in Brookline between 8 p.m. and midnight tomorrow, July 13. As part of the MBTA's \$8 billion, five-year capital improvement program, MBTA crews and contractors are replacing Green Line tracks at approximately 30 locations where the trolleys intersect with vehicular roadways. This weekend's efforts will be concentrated on the crossing at Winchester and Beacon Streets and also includes an adjacent pedestrian-only crossing. This work seeks to improve Green Line reliability by replacing the existing tracks at these crossings. Additionally, the new crossings will result in improvements to accessibility, as well as safety enhancements for pedestrians, cyclists, and motor vehicles.

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- MassDOT today released a third interim progress report regarding the ongoing review of RMV state-to-state communications and actions underway being led by Acting Registrar of Motor Vehicles Jamey Tesler.
- A Boston Globe reporter asked follow-up questions on this topic. The reporter was referred to the third interim progress report which contains the latest available information.

COMMONWEALTH MAGAZINE

- A reporter with this outlet contacted MassDOT today to ask about federal access to the Registry's driver's database for facial recognition inquiries. She asked, "I'm writing a story about federal immigration authorities having access to city and state databases ahead of this weekend's raids. In lieu of the raids this weekend, is MassDOT and the Commonwealth putting a pause to DHS/ICE access to the RMV's database?" A MassDOT spokesperson provided the following comment which has been given to other outlets: "The Massachusetts Registry of Motor Vehicles cooperates with law enforcement on specific case by case queries related to criminal investigations but does not provide system access to federal authorities and is not negotiating to do so."

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From: [Riley, Judith \(DOT\)](#)
To: [Battiston, Lisa \(DOT\)](#)
Subject: RE: EOD July 12 First Draft
Date: Friday, July 12, 2019 4:39:51 PM

Thanks!

From: Battiston, Lisa (DOT) <Lisa.Battiston@dot.state.ma.us>
Sent: Friday, July 12, 2019 4:18 PM
To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>
Cc: Verseckes, Michael (MBTA) <mverseckes@mbta.com>
Subject: RE: EOD July 12 First Draft

Hi, Judi – see another item below. Thanks!

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From: Riley, Judith (DOT)
Sent: Friday, July 12, 2019 4:12 PM
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 July 12 First Draft

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From: [Riley, Judith \(DOT\)](#)
To: [Jessen, Klark \(DOT\)](#)
Subject: RE: EOD July 12 First Draft
Date: Friday, July 12, 2019 4:36:50 PM

Thanks.

From: Jessen, Klark (DOT) <Klark.Jessen@dot.state.ma.us>
Sent: Friday, July 12, 2019 4:32 PM
To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>
Subject: Re: EOD July 12 First Draft

Good here.

On Jul 12, 2019, at 4:12 PM, Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us> wrote:

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MASSLIVE

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To: [Riley, Judith \(DOT\)](#)
Cc: [Verseckes, Michael \(MBTA\)](#)
Subject: RE: EOD July 12 First Draft
Date: Friday, July 12, 2019 4:18:00 PM

Hi, Judi – see another item below. Thanks!

GREEN LINE TRANSFORMATION: Grade Crossing Replacement Video/Photo Opportunity

- The MBTA today released a media advisory inviting press to take photos or video of Green Line grade crossing replacement work at the intersection of [Winchester Street and Beacon Street](#) viewable from 1394 Beacon Street or 1388 Beacon Street in Brookline between 8 p.m. and midnight tomorrow, July 13. As part of the MBTA's \$8 billion, five-year capital improvement program, MBTA crews and contractors are replacing Green Line tracks at approximately 30 locations where the trolleys intersect with vehicular roadways. This weekend's efforts will be concentrated on the crossing at Winchester and Beacon Streets and also includes an adjacent pedestrian-only crossing. This work seeks to improve Green Line reliability by replacing the existing tracks at these crossings. Additionally, the new crossings will result in improvements to accessibility, as well as safety enhancements for pedestrians, cyclists, and motor vehicles.

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Sent: Friday, July 12, 2019 4:12 PM
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)
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MASSLIVE

- A reporter with this outlet asked for clarification on registration data that he recently requested and received. This request is pending at this time.

MULTIPLE OUTLETS

- MassDOT sent a release to media announcing that there will be lane closures on I-495 north and southbound in Haverhill between Exits 48 and 49 during overnight hours only from Monday, July 15 through Thursday, July 18. The closures will occur each night between 7:00 p.m., and 5:00 a.m. the following morning
- MassDOT issued a media advisory to announce that crews will be conducting paving maintenance activities at specific shoulder locations on Interstate 90 eastbound and westbound in Becket and Otis. The work is scheduled to begin on Monday, July 15, and will continue through to Thursday, July 18, and will occur between the daytime hours of 5:00 a.m. and 4:00 p.m. Travel will be maintained on I-90 in these areas at all times. Schedule and detour information was included in the release.
- MassDOT issued a media advisory to announce that crews will implement overnight lane closures on Route 24 north and south in the vicinity of the Route 44 interchange. The closures are necessary to all crews to install girders for the new Route 44 East Bridge over Route 24 and to install a new gas main north of the bridge. In addition, there will also be lane reductions on Route 44 and full closures of the Route 24 on-ramps. In order to facilitate construction operations, Route 24 northbound and southbound will be closed one at a time in the following sequence: Route 24 north will be closed on Friday, July 12, from 10:00 p.m. to 6:00 a.m. the following morning. Route 24 south will be closed on Saturday, July 13, from 10:00 p.m. to 6:00 a.m. the following morning. A detailed list of detours was included in the advisory.
- MassDOT released a look-ahead of the traffic impacts related to the Tobin Bridge/Chelsea Curves Rehabilitation Project. The update stated that the 4th Street off-ramp will be closed for 2 to 3 months beginning on Monday, July 15 to allow for steel repairs, structural rehabilitation, safety improvements and installation of permanent crash barriers on both sides of the ramp. The update also lists traffic impacts on Route 1 Northbound and southbound as well as traffic impacts between July 14 and 27 relating to the North Washington Street Bridge Replacement Project.

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 July 12 First Draft
Date: Friday, July 12, 2019 4:12:22 PM

BOSTON GLOBE

- Adam Vaccaro said a reader inquired about new Orange Line cars being transported on trucks away from Wellington and asked why that was happening. Vaccaro was informed that a new Orange Line “married pair” (two cars) was transported to Cabot in order for Red Line operators and Red Line repairmen to also begin to be trained on the new vehicles. Thanks to the commonality of components and parts between each new fleet, Red Line operators and repairmen will begin hands-on training in advance of the new Red Line cars also arriving. About 160 Orange Line operators have completed the classroom and hands-on portion of training at Wellington with over 200 Red Line operators to begin training on the new vehicles as well. There was also a second married pair (two cars) that were also transported back to Springfield this week to move forward with their regular final configuration process. Vaccaro was also provided a few photos of cars being moved and arriving at Cabot on flatbed trucks.
- A reporter requested information on electric scooters. MassDOT forwarded this outlet a link to a press release distributed on roadway safety legislation this spring.
- A reporter requested information on a study on infrastructure condition. MassDOT provided the reporter with background information and told the outlet that the Baker-Polito Administration is investing over \$7 billion for roadway and bridge projects as well as \$1 billion for the Chapter 90 program for local infrastructure projects over the next five years, and has created a Municipal Small Bridge Program through which over \$42 million has been provided to cities and towns to repair or rehabilitate municipally-owned small bridges. The Administration has increased the total level of investment in the transportation system by \$3.2 billion over the last three years, and will continue making investments to support a robust, resilient, and reliable transportation system across the Commonwealth.
- A reporter submitted the following FOIA request today to the MassDOT Legal Department:
 - “Any/all e-mails sent since March, 1, 2018 from Thomas Bonarrigo to Thomas Bowes containing any of the following the words: "backload"; "backloads"; "back load"; "back loads"; "backlog"; "backlogs"; "back log"; "back logs"; "delay"; "delays"; "out-of-state"; "out of state"; "notifications"; or "violations"
 - Any/all e-mails sent since March 1, 2018 from Debra Eaton to Thomas Bowes containing any of the following the words: "backload"; "backloads"; "back load"; "back loads"; "backlog"; "backlogs"; "back log"; "back logs"; "delay"; "delays"; "out-of-state"; "out of state"; "notifications"; or "violations."

NBC 10

- Yesterday evening, Marlena Spurr inquired about a Red Line delay, saying, “people on the train are tweeting about it.” Spurr was informed that a train approaching Davis Station heading northbound (outbound) became disabled due to a mechanical issue. The train behind

the disabled train worked to "tack on" to the train to push it into the station, which occurred with passengers offloaded. The disabled train was moved off the line so that the cause of the mechanical issue could be investigated and fixed. Service information was updated at MBTA.com and on Twitter. We apologize to customers for the service issue and actively worked as safely and quickly as possible to remedy it.

BNN NEWS

- Citing a Boston Globe column, Chris Lovett inquired about and was provided June 2018 and June 2019 Red Line ridership data. Using CharlieCard taps at station entrances as the method of measurement, ridership for the entire line was down 10.3% the week of the derailment from that of June 2018 ridership. In June 2018, the Red Line averaged 202,046 riders. Experiencing more significant drops were the Dorchester and Braintree branch stations, down 22.9% and 27.1% in Week 2 of June 2019 respectively. By the following week, Red Line ridership started to climb back up with the climb continuing during the fourth week of June (two weeks post-derailment). Week 4 shows Quincy stations increasing, showing 8.3% fewer taps than last June while the rest of the Red Line is pretty close to steady, overall increasing a bit. It also worth noting that, for the week of the derailment and the first two days of the following week, subway pass holders were given the option of using extra commuter rail trains at stops along the Braintree branch. Also, every year, there is a system-wide decline in ridership during summer months.

GREEN LINE D BRANCH WORK

- Today the MBTA announced that Green D-Line track and signal work is taking place with evening shuttle buses replacing D-Line service between Newton Highlands and Kenmore beginning at 8:30 p.m. on Mondays through Fridays beginning last Monday through December 20, 2019. The MBTA is also doing work as part of the Fenway Portal Project. The MBTA advises customers to anticipate an additional 15 minutes of commuting time during evening shuttle buses. This work is the continuation of the Green Line D-branch's Track and Signal Replacement project, which will replace approximately 6.5 miles of signal infrastructure, 25,000 feet of track, and includes special track work between Beaconsfield and Riverside. The project will also centralize signal equipment, replace antiquated signals with modern technology, and replace jointed rail with continuous welded rail. Modern signal systems are less likely to experience issues or disruptions, resulting in fewer delays and increased Green Line reliability. The upgraded infrastructure will also result in the removal of speed restrictions along the D branch. Construction has been ongoing in Newton since spring 2019. On July 8, work shifted east along the D Branch between Newton Highlands and Brookline Hills. Contractors are working in up to three locations each night from 8:30 p.m. to approximately 5 a.m. The first crew is replacing track, railroad ties, and ballast; the second crew is building new signal equipment and replacing cables; and the third crew is repairing catenary poles. This work is scheduled to continue through December 2019. Additional construction is planned from April 2020 through December 2020. Over eighteen weekends in 2019 and 2020, shuttle buses will also replace trolley service on various portions of the D branch from the beginning of service Saturday to the end of service on Sunday.

RMV DATA SHARING REVIEW

- MassDOT today released a third interim progress report regarding the ongoing review of

RMV state-to-state communications and actions underway being led by Acting Registrar of Motor Vehicles Jamey Tesler.

COMMONWEALTH MAGAZINE

- A reporter with this outlet contacted MassDOT today to ask about federal access to the Registry's driver's database for facial recognition inquiries. She asked, "I'm writing a story about federal immigration authorities having access to city and state databases ahead of this weekend's raids. In lieu of the raids this weekend, is MassDOT and the Commonwealth putting a pause to DHS/ICE access to the RMV's database?" A MassDOT spokesperson provided the following comment which has been given to other outlets: "The Massachusetts Registry of Motor Vehicles cooperates with law enforcement on specific case by case queries related to criminal investigations but does not provide system access to federal authorities and is not negotiating to do so."

EAGLE TRIBUNE

- A reporter with this outlet requested information on a project in Haverhill and a request by the City of Haverhill for MassDOT to install a barrier on Main Street to prevent jay-walking. MassDOT advised this reporter that the project is substantially complete. MassDOT has not received an official request from the City and will review the request when it is received.

BERKSHIRE EAGLE

- A reporter with this outlet received an update on the Lenox Dale Bridge in Lee. The reporter was given a list of work items that have been completed and a list of upcoming construction activities. He was also told that the project started on June 7, 2018, and is anticipated to be completed in July 2020. The contractor for the project is Northern Construction. The project's total cost is estimated to be \$2.8 million.

MASSLIVE

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From: [REDACTED]
To: [Boyle, Christopher \(POL\)](#)
Subject: FW: [REDACTED]
Date: Friday, July 12, 2019 3:26:23 PM
Attachments: [REDACTED]

Respectfully,
Justin

Justin Salvatore
Intelligence Analyst II

[REDACTED]

From: [REDACTED]@pol.state.ma.us>
Sent: Friday, July 12, 2019 3:14 PM
To: [REDACTED]pol.state.ma.us>
Subject: FW: [REDACTED]

Respectfully,

Brittany Chandler
Intelligence Analyst II

[REDACTED]



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From: Chandler, Brittany (POL)
Sent: Friday, July 12, 2019 3:13 PM
To: [REDACTED]@MassMail.State.MA.US>; [REDACTED]
[REDACTED]@MassMail.State.MA.US>
Subject: FW: [REDACTED]

Good Afternoon,

Please find attached the zip file for [REDACTED] and the Subject Background.

Respectfully,

Brittany Chandler
Intelligence Analyst II

[REDACTED]



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From: Chandler, Brittany (POL)
Sent: Friday, July 12, 2019 2:03 PM
To: [REDACTED] <[\[REDACTED\]@MassMail.State.MA.US](mailto:[REDACTED]@MassMail.State.MA.US)>
Subject: FW: [REDACTED]

Good Morning,

Also, he has a restraining order and quite the criminal history.

Respectfully,

Brittany Chandler
Intelligence Analyst II

[REDACTED]



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From: Chandler, Brittany (POL)
Sent: Friday, July 12, 2019 2:01 PM
To: [REDACTED] <[\[REDACTED\]@MassMail.State.MA.US](mailto:[REDACTED]@MassMail.State.MA.US)>
Subject: [REDACTED]

A query of CJIS returned negative results for [REDACTED] but returned an [REDACTED] [REDACTED] at the same address on the [REDACTED] and in [REDACTED] as shown on his Facebook.

Respectfully,

Brittany Chandler
Intelligence Analyst II
Massachusetts State Police | Commonwealth Fusion Center



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From: [REDACTED]
To: [REDACTED]
Subject: Possible Fraudulent Identification
Date: Friday, July 12, 2019 12:38:23 PM
Attachments: [REDACTED]

Good Afternoon,

The below request came in from the USMS requesting FR for two persons. The two returned old revoked/expired MA licenses

[REDACTED]

Respectfully,

Brittany Chandler
Intelligence Analyst II

[REDACTED]



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Good Morning,

In regards [REDACTED]

In regards to [REDACTED]

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]

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From: [REDACTED]@usdoj.gov>
Sent: Friday, July 12, 2019 11:05 AM
To: Commonwealth Fusion Center (POL)
Subject: Facial Recognition Federal Fugitives

Please assist this office with facial recognition on the following two federal fugitives wanted in MA.

[REDACTED]

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

From: [Boyle, Christopher \(DOT\)](#)
To: [Malhotra, Danish \(DOT\)](#)
Subject: Re: FIU Weekly Stats 7.13.19
Date: Friday, July 12, 2019 12:11:45 PM
Attachments: [image001.png](#)

Thanks Danny.

Lieutenant Christopher Boyle #2710
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](tel:781-738-7286)



On Jul 12, 2019, at 11:48 AM, Malhotra, Danish (DOT) <Danish.Malhotra2@dot.state.ma.us> wrote:

Please see weekly stats being forwarded on behalf of LT. Boyle:

Captain,

Weekly FIU stats for week ending 07/13/19:

Arrests: 1 state arrest warrant for motor vehicle offenses

The FIU received 1 new State To State referral to be investigated.

The FIU received 3 requests from local, state, and federal agencies for RMV documents in regards to on-going investigations.

On Monday, July 8th, 2019 the FIU was informed that 2 separate employees from the Wilmington RMV received Facebook messages asking them to renew the persons license for \$500. With the help of the Watch Center, it is believed that the FIU has identified the suspect. Tprs Walker and Malhotra have made 2 attempts to interview the suspect. They will try again on Monday morning.

Tpr Thompson has been assigned 4 background investigations for the 85th R.T.T. that are due in less than a month so he is working on those full time.

Facial Recognition stats:

Automated Matches: 5331

Data Errors: 56

Criminal Cases: 12

Agency Assists: 0

Respectfully,

Chris

Lieutenant Christopher Boyle #2710

Massachusetts State Police

Division of Homeland Security and Preparedness

Fraud Identification Unit

10 Park Plaza, 2nd Floor

Boston, MA 02116

christopher.boyle@mass.gov

cell: 781-738-7286

<image001.png><image002.jpg>

From: [Malhotra, Danish \(DOT\)](#)
To: [Gawron, Stephen \(POL\)](#)
Cc: [Range, Scott \(POL\)](#); [Thibault, Amy \(POL\)](#); [Boyle, Christopher \(DOT\)](#)
Subject: FIU Weekly Stats 7.13.19
Date: Friday, July 12, 2019 11:48:50 AM
Attachments: [image001.png](#)

Please see weekly stats being forwarded on behalf of LT. Boyle:

Captain,

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Arrests: 1 state arrest warrant for motor vehicle offenses

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Criminal Cases: 12
Agency Assists: 0

Respectfully,

Chris

Lieutenant Christopher Boyle #2710
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza, 2nd Floor
Boston, MA 02116
christopher.boyle@mass.gov

cell: 781-738-7286



From: [Boyle, Christopher \(DOT\)](#)
To: [Malhotra, Danish \(DOT\)](#)
Subject: Weekly Stats 7.13.19
Date: Friday, July 12, 2019 10:51:00 AM
Attachments: [image001.png](#)

Captain,

Weekly FIU stats for week ending 07/13/19:

Arrests: 1 state arrest warrant for motor vehicle offenses

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The FIU received 3 requests from local, state, and federal agencies for RMV documents in regards to on-going investigations.

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Data Errors:

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Agency Assists: 0

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Chris

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christopher.boyle@mass.gov
cell: 781-738-7286



From: [Hill, Andrea L. \(DOT\)](#)
To: [Bondeson, Allen L. \(DOT\)](#); [Kernan, Eamon \(DOT\)](#); [Chapman, Brian A. \(DOT\)](#); [Yee, Filbert Y. \(DOT\)](#); [Currier, Thomas H. \(DOT\)](#); [Shedd, David G. \(DOT\)](#); [Holland, Shawn S. \(DOT\)](#); [Belov, Aleksey N. \(DOT\)](#); [Cash, Lawrence J. \(DOT\)](#)
Cc: [Sen. Gautam \(DOT\)](#)
Subject: FW: MassDOT Daily Online Articles Friday July 12, 2019.docx
Date: Friday, July 12, 2019 10:25:56 AM
Attachments: [MassDOT Daily Online Articles Friday July 12, 2019.docx](#)

From: Jessen, Klark (DOT) <Klark.Jessen@dot.state.ma.us>
Sent: Friday, July 12, 2019 10:18 AM
To: Jessen, Klark (DOT) <Klark.Jessen@dot.state.ma.us>
Subject: MassDOT Daily Online Articles Friday July 12, 2019.docx

Today's MassDOT News.

Klark

From: [Jessen, Klark \(DOT\)](#)
To: [Jessen, Klark \(DOT\)](#)
Subject: MassDOT Daily Online Articles Friday July 12, 2019.docx
Date: Friday, July 12, 2019 10:17:46 AM
Attachments: [MassDOT Daily Online Articles Friday July 12, 2019.docx](#)

Today's MassDOT News.

Klark

From: [Hope, Susan \(DOT\)](#)
To: [Rosenberg, Harri \(DOT\)](#)
Cc: [Witt, William \(DOT\)](#); [Lindholm, Jeff \(DOT\)](#); [Hope, Susan \(DOT\)](#)
Subject: RE: Citrix licenses
Date: Thursday, July 11, 2019 4:09:03 PM

Hi

No, the license is not consumed until an application is launched. If we were using pre-launch (which we had wanted to enable) so that application launches would be instantaneous then I believe the license would be used by just logging into receiver. But, we aren't doing pre-launch.

My understanding is the licenses will clear themselves after 90 days if user has not logged in. Don't forget this spreadsheet was initially gathered a couple of weeks ago so some information is probably already outdated.

Yes, if license is removed, user will just get a new license when they login. Technically, I could clear all licenses but I don't know if Citrix would like that or if it would violate a policy.

How do you see that Bill Witt has user and device license? It doesn't work that way. If the license server sees multiple users logging in from the same device, it will issue a device license instead of a user license. But yes, I imagine there's some overlap that can't be avoided. It would be nice if we could modify the time period (90 days) but that is not possible. I think this would greatly help with the small percentage that may be overlapping.

The FRec accounts are using Chrome in Citrix. See here for their application launch history yesterday to today: I can run reports to see if they ever run anything besides Chrome. If I recall, part of the reason they were using Chrome in Citrix is something was not working with the local browser (maybe firewall or network route?) I think at the time it was easier to pop the account in the group to give Chrome rather than Change orders, etc. There may have been another reason too. I will see if I can find the info.

| | | | |
|----------------|--------|------------------------|-------|
| 7/10/2019 8:40 | Chrome | MASSDOT\DOT-XA-BOS-P34 | frec1 |
| 7/11/2019 8:34 | Chrome | MASSDOT\DOT-XA-BOS-P21 | frec1 |
| 7/10/2019 8:48 | Chrome | MASSDOT\DOT-XA-BOS-P33 | frec2 |
| 7/11/2019 8:39 | Chrome | MASSDOT\DOT-XA-BOS-P31 | frec2 |
| 7/10/2019 8:47 | Chrome | MASSDOT\DOT-XA-BOS-P15 | frec3 |
| 7/11/2019 8:43 | Chrome | MASSDOT\DOT-XA-BOS-P18 | frec3 |

The Test user accounts are not mine – they actually belong to training and are used for training classes.

We currently own 1300 licenses. The extra 130 to make up the total of 1430 is called overdraft licenses. Overdraft protection is provided as a courtesy to the customer in a user/device model. Overdraft protection is designed to cover short term license overages caused by routine user turn over at the customer and routine client replacement.

-Sue

From: Rosenberg, Harri (DOT) <harri.rosenberg@dot.state.ma.us>
Sent: Thursday, July 11, 2019 3:30 PM
To: Hope, Susan (DOT) <Susan.Hope@dot.state.ma.us>
Cc: Witt, William (DOT) <William.Witt@dot.state.ma.us>
Subject: Citrix licenses

Hi Sue,

I looked at the spreadsheet and have a couple of questions. Does the license get used when you login to Citrix receiver or consume a license when you establish a session? Bill Witt has a user license but a device license as well as he logs in from multiple places. Does he need both? How can we tell who are using device licenses? Maybe we have duplicates there.

Attached is the spreadsheet with my comments. The ones highlighted in green are old (April as the last login) so I would like to remove those if possible. If a user is removed and then logs in will it just reestablish another license for them?

Do the facial recognition users need CITRIX if it uses a local browser?

You have a bunch of Citrix test users. (highlighted) Can we remove them after you use them until you need them again?

The general info is a bit confusing. You have in use 1290 which is below the 1300 max. where does the Installed: 1430 come from?

In Use : 1290 Users: 1095 Devices: 195

I am trying to make some headway in reducing the numbers. If you can remove the ones your feel comfortable with we can meet when I get back from vacation to discuss next steps.

Thanks

Harri Rosenberg

Sr. Director of Technology Operations

DOT

Ten Park Plaza, Suite 8110

Boston, MA. 02116

857-368-9930 (Office)

857-294-0211 (Mobile)

harri.rosenberg@state.ma.us

From: [Marvin, Patrick \(DOT\)](#)
To: [Pitman, Billy \(DOT\)](#)
Subject: FW: State to state
Date: Thursday, July 11, 2019 2:25:49 PM

We also just sent her the transcript from the avail.
This was the end of her emails to us.

Patrick Marvin
Communications Office
Massachusetts Department of Transportation
Cell: (617)-894-6553
Office: (857)-368-8909
Twitter: [@pmarvin123](#)

From: Curran, Kathy [mailto:kcurran@hearst.com]
Sent: Monday, July 01, 2019 6:09 PM
To: Marvin, Patrick (DOT)
Subject: RE: State to state

Thank you.

Kathy Curran
Investigative Reporter- 5 Investigates
WCVB-TV
[@KathyReports](#)
(781)433-4579

From: Marvin, Patrick (DOT) [mailto:patrick.marvin@state.ma.us]
Sent: Monday, July 1, 2019 5:44 PM
To: Curran, Kathy <kcurran@hearst.com>
Subject: RE: State to state

Hi Kathy –

Please note that this was addressed at the media avail.
Here is the transcript:

Secretary: Until recently, it was a completely paper system. In recent years, the American Association of Motor Vehicles has started to create a voluntarily electronic notification system called State to State that MA signed up for in March of 2018, but most states are still on paper, and many states do both paper and electronic notifications, and so we are I would say as an industry, still in the process of automating, and that's why there is so much paper. I do want to respond to an earlier question by just noting, we prioritize, we have seen, we have had eyes on every single piece of paper that we've found. Every single piece of paper was looked at by an individual, they had codes on

them, we developed a list of codes for the offenses that are serious enough to warrant a suspension. Every single piece of paper that had one of those codes was sorted out. Every one of those pieces of paper that had codes on we then logged into the database to look up that person, and as of today, all of the people with alcohol, OUI, and refusal to do a chemical test violations have been looked up, and if their situation warranted suspension, have been suspended. There are other high-priority codes that were also separated out, and those are the ones that we are continuing to work on looking up and suspending.

Patrick Marvin
Communications Office
Massachusetts Department of Transportation
Cell: (617)-894-6553
Office: (857)-368-8909
Twitter: [@pmarvin123](https://twitter.com/pmarvin123)

From: Curran, Kathy [<mailto:kcurran@hearst.com>]
Sent: Monday, July 01, 2019 4:58 PM
To: Marvin, Patrick (DOT)
Subject: RE: State to state

Thanks Patrick. I saw this earlier. Just wondering if information is also emailed and faxed?

Kathy Curran
Investigative Reporter- 5 Investigates
WCVB-TV
@KathyReports
(781)433-4579

From: Marvin, Patrick (DOT) [<mailto:patrick.marvin@state.ma.us>]
Sent: Monday, July 1, 2019 4:57 PM
To: Curran, Kathy <kcurran@hearst.com>
Subject: RE: State to state

Hey Kathy –

The attached memo has some info regarding paper notifications and the ongoing review.

Thank you

Patrick Marvin
Communications Office
Massachusetts Department of Transportation
Cell: (617)-894-6553

Office: (857)-368-8909

Twitter: [@pmarvin123](#)

From: Curran, Kathy [<mailto:kcurran@hearst.com>]

Sent: Monday, July 01, 2019 2:47 PM

To: Marvin, Patrick (DOT)

Subject: RE: State to state

Hey Patrick,

How does the Registry get information about out of state infractions from state's that don't participate in state to state? Is it emailed, faxed, mailed?

Kathy Curran

Investigative Reporter- 5 Investigates

WCVB-TV

@KathyReports

(781)433-4579

From: Marvin, Patrick (DOT) [<mailto:patrick.marvin@state.ma.us>]

Sent: Monday, July 1, 2019 2:27 PM

To: Curran, Kathy <kcurran@hearst.com>

Cc: Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>; Riley, Judith (DOT) <judith.reardon.riley@state.ma.us>

Subject: RE: State to state

Please see this page on the AAMVA website: <https://www.aamva.org/State-to-State/>

Hope this helps,

Patrick

Patrick Marvin

Communications Office

Massachusetts Department of Transportation

Cell: (617)-894-6553

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Twitter: [@pmarvin123](#)

From: Curran, Kathy [<mailto:kcurran@hearst.com>]

Sent: Monday, July 01, 2019 2:10 PM

To: Marvin, Patrick (DOT)

Subject: State to state

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Kathy Curran
5 Investigates
@kathyreports
781-433-4579

Sent from my iPhone

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Hi Judi and Jacque,

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I would refer you to law enforcement on the other question.

Thanks,

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Thank you. Just a few follow-up questions.

Was this case referred to state police for investigation and prosecution? This was an identity from Puerto Rico and Puerto Rico doesn't participate in state to state so how was state to state used?

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Hi Kathy,

Please find below information concerning your inquiry.

"Through its participation in the State-to-State fraud prevention program, the Registry was notified of the fraudulent use of this identity, and suspended the individual's license in March 2019. The Registry is currently reviewing the transaction through which this individual was issued a license."

On background:

A REAL ID credential was issued to this individual on June 27, 2018.

In March 2019, the Registry learned, through its participation in the State-to-State (S2S) Program that is intended to ensure that individuals hold only 1 license and prevent

against the fraudulent use of identities, that credentials with similar demographics had been identified in two other S2S jurisdictions. At that time, the RMV worked with its State Police partners to review the customer's documents supplied during the application process and to review the results received from the Program. As a result of this review, the Registry suspended the Massachusetts credential under the Complaint Fraudulent License (CFL) process.

- All customers seeking a learner's permit, driver's license or ID from the Registry of Motor Vehicles are required to provide documents proving their U.S. citizenship or lawful presence in the United States. This requirement applies to renewal customers as well and presents additional opportunities to identify customers who have engaged in fraudulent practices in the past when the RMV did not have the current level of fraud detection and prevention tools available to it.

- The RMV electronically verifies those documents and customer information through federal and state systems, which include checks against several state and federal databases to confirm authenticity of documents. Additionally, the RMV uses document authentication technology to scan the security features of identification documents provided by applicants and facial recognition software to prevent fraud.

- The RMV began participating in the S2S Program in March 2018. The Program compares demographic information of license and ID card holders in the 25 participating states.

- Based on the recommendation of the Department of Homeland Security, the Registry only accepts birth certificates from Puerto Rico if they were issued on or after July, 1, 2010.

Thanks,

Judi

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Sent: Monday, June 24, 2019 4:33 PM

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Cc: Rothstein, Kevin <krothstein@hearst.com>

Subject: RE: Dominican imposter with MA Real ID compliant license

Hi Jacque and Judi,

I'm circling back on the questions below.

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To: Curran, Kathy <kcurran@hearst.com>
Subject: RE: Dominican imposter with MA Real ID compliant license

Thank you. What is your deadline?

From: Curran, Kathy <kcurran@hearst.com>
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Kathy Curran
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Good Morning Jacque and Judi,

A man by the name of [REDACTED] was arrested in a fentanyl bust in Salem Friday. He was issued a MA license on [REDACTED]. His DOB is [REDACTED]. It looks like the Registry revoked his license in March. Can you tell us which registry issued this license? What the license was revoked for? If it was revoked due to fraud did the RMV refer the case to law enforcement?

The man's true identity is [REDACTED].

Thank you,
Kathy

Kathy Curran
Investigative Reporter- 5 Investigates
WCVB-TV
@KathyReports
(781)433-4579

From: [Marvin, Patrick \(DOT\)](#)
To: [Pitman, Billy \(DOT\)](#)
Subject: FW: State to state
Date: Thursday, July 11, 2019 2:23:53 PM

Patrick Marvin
Communications Office
Massachusetts Department of Transportation
Cell: (617)-894-6553
Office: (857)-368-8909
Twitter: [@pmarvin123](#)

From: Curran, Kathy [mailto:kcurran@hearst.com]
Sent: Monday, July 01, 2019 2:28 PM
To: Marvin, Patrick (DOT)
Subject: RE: State to state

I'll take a look, thanks!!

Kathy Curran
Investigative Reporter- 5 Investigates
WCVB-TV
[@KathyReports](#)
(781)433-4579

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From: [Rowland, Robert \(DOT\)](#)
To: [Macdonald, Alan \(DOT\)](#); [Evans, Steve \(DOT\)](#)
Subject: FW: CDL Annual Certification Letter
Date: Thursday, July 11, 2019 1:40:00 PM
Attachments: [2009-02-07 MA Findings Report with Action Plan 1-9-2009 UPDATED 3-5-200....doc](#)
[Legislative Reform Package for CDL Changes.pdf](#)

FYI

From: Poirier, Matthew (FMCSA) [mailto:Matthew.Poirier@dot.gov]
Sent: Thursday, July 11, 2019 1:21 PM
To: Rowland, Robert (DOT)
Subject: RE: CDL Annual Certification Letter

Hi Bob:

Here is what I found.

The Word file is static, and then we moved into ACRS for tracking, so keep that in mind if you see uncompleted action items.

I also found a copy of the legislation package submitted to us at one point, not sure if that would help?

Matt

From: Rowland, Robert (DOT) [mailto:robert.rowland@state.ma.us]
Sent: Thursday, July 11, 2019 12:30 PM
To: Poirier, Matthew (FMCSA) <Matthew.Poirier@dot.gov>
Subject: RE: CDL Annual Certification Letter

Got it. Thanks, Matt.

Would you have a copy of the 2008 audit findings? MassDOT legal is looking for it. If you don't have it in your office, would FMCSA HQ have a copy? When you have a chance.

Thanks,
Bob Rowland

From: [Nickle, Penny \(DOT\)](#)
To: [Ron Nickle](#)
Subject: You're here
Date: Thursday, July 11, 2019 12:29:00 PM

FYI

From: Commonwealth Magazine <amiddle@massinc.org>
Sent: Monday, July 8, 2019 11:18 AM
To: Nickle, Penny (DOT) <Penny.Nickle@dot.state.ma.us>
Subject: The Download: Two views of the pause in ICE courthouse arrests

Two views of the pause in ICE courthouse arrests

Monday, July 8, 2019

Less than two weeks ago, US District Court Judge Indira Talwani took the unprecedented step of approving a temporary injunction blocking US Customs and Immigration Enforcement agents from making civil arrests of undocumented immigrants in and around Massachusetts courthouses.

During a contentious discussion on the Codcast, **Jessica Vaughan** of the Center for Immigration Studies and immigration attorney **Matt Cameron** [broke down the history behind courthouse arrests in Massachusetts and what Talwani's decision could mean](#).

The [temporary injunction](#) came after a lawsuit was filed against ICE in late April by district attorneys **Marian Ryan** and **Rachael Rollins** along with advocates, who have accused ICE of [commandeering the state courts](#) for immigration purposes. Talwani's decision puts a hold on the implementation of an ICE directive that allows enforcement in courthouses.

Vaughan argued that ICE "doesn't want to make arrests in courthouses." She said the practice was occurring because Massachusetts sanctuary city policies restrict ICE officials from detaining undocumented immigrants in jails. She said arresting immigrants at their homes is unsafe for the public, ICE officers, and even the immigrant families.

Vaughan is the director of policy studies at the Washington, DC-based Center for Immigration Studies, a nonpartisan research institute that examines the economic, security, and



social impact of immigration. The organization challenged the Obama administration immigration enforcement policies and often lauds President Trump's approach.

Cameron is the managing partner of Cameron Law Offices and the director of Golden Stairs Immigration Center, an East Boston non-profit immigration legal service provider. He also teaches immigration policy at Northeastern University.

Cameron said his concern with ICE is less about arresting people in courthouses and more about the arrests interfering with prosecutors and local prosecutions.

"You've deported someone in the middle of their case. You're leaving them forever with an open question mark," Cameron said. "You're leaving a victim without justice, you're leaving the Commonwealth without a case."

Vaughan said ICE has been singled out not only by the temporary injunction, but also by last year's state Supreme Judicial Court decision -- *Lunn. v Commonwealth*, which found that local law enforcement officials do not have the authority, under state law, to detain a person based solely on a request (called a detainer) from federal authorities.

"If an attorney or prosecutor wants ICE to wait until a case is finished, all they have to do is file a writ in court, and ICE will not deport people out from under cases here in the Commonwealth, especially the criminal cases," Vaughan said.

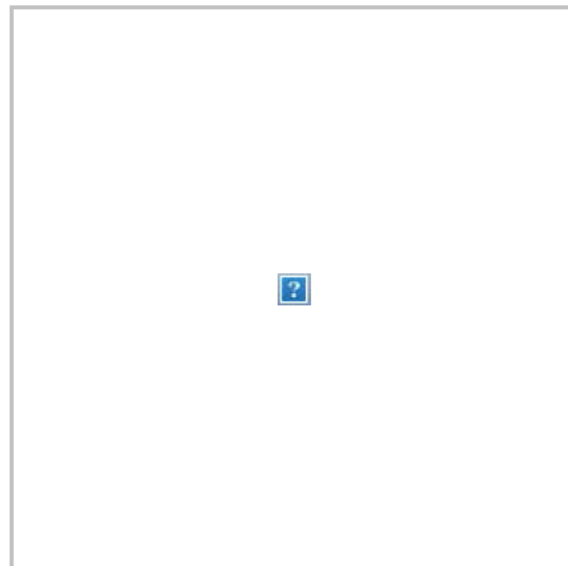
Cameron, who has had five clients detained at courthouses in his presence, said Vaughan's claim was untrue. He said people are often detained in the middle of their cases.

There were very few points that the two could agree upon.

Vaughan said the lawsuit arose out of a "political difference of opinion," and done for "political reasons." Cameron said state prosecutors should not have to notify the federal government that they want to continue prosecutions. "It's a slap in the face to state law enforcement," he said.

While Vaughan said no specific victims have spoken publicly about being arrested at courthouses, Cameron referred her to the original complaint by plaintiffs, which includes specific dates and locations (but no names) where arrests occurred.

SARAH BETANCOURT



Two views of the pause in ICE courthouse arrests



BEACON HILL

Old friends **Sal DiMasi** and **Bill Galvin** [are now in a face-off](#) over DiMasi's bid to become a lobbyist. (*CommonWealth*)

Attorney **Margaret Monsell** says Gov. **Charlie Baker** [is undermining](#) a solitary confinement initiative passed by the Legislature. (*CommonWealth*)

MUNICIPAL MATTERS

Inconsistency within city agencies and a desire by developers to market properties in the pricier neighborhoods are [blurring the boundaries](#) between the **South End** and **Roxbury**, and Boston City Councilor **Kim Janey** is calling out labeling that she says is "rooted in racism." (*WBUR*)

Brockton residents [pay tribute](#) to Mayor **Bill Carpenter**, who died unexpectedly last Wednesday. One man [recounted](#) Carpenter's involvement with his own recovery from opioids. (*Brockton Enterprise*)

ELECTIONS

Lt. Gov. **Karyn Polito** [is raising more campaign cash](#) than Gov. **Charlie Baker** in 2019. (*Associated Press*)

Joe Biden [told](#) a mostly black audience in South Carolina that he was wrong and he regrets his prior comments about comity with segregationists, which became fodder for a big dust-up between Biden and California Sen. Kamala Harris on the debate stage. (*Associated Press*)

Salem City Councilor **Lisa Peterson** has [launched a race](#) for the seat held by Congressman **Seth Moulton**, a fellow Democrat, who is running for president. (*WBUR*)

BUSINESS/ECONOMY

State employment records [show that](#) online retail giant **Amazon** has created nearly twice the number of jobs it promised when it opened a distribution center in **Fall River** in 2017. (*Standard Times*)

Deutsche Bank [is cutting](#) 18,000 jobs as part of a corporate overhaul. (*New York Times*)

Quincy city officials and **Ermont Inc.** executives [will host a public hearing](#) Wednesday where the details of a potential license to sell recreational marijuana will be discussed. (*Patriot Ledger*)

Boston's plan to achieve "zero waste" by 2050 has drawn plenty of attention for its flashy prospects. What's [been largely overlooked](#), however, is a policy shift decades in the making that will mean more money for low-wage recycling workers. (*DigBoston*)

EDUCATION

Pam Eddinger of Bunker Hill Community College, **Valerie Roberson** of Roxbury Community College, and their two board chairs [set the record straight](#) on community college graduation rates.

(CommonWealth)

Ramon S. Torrecilha, the president of Westfield State University, [says](#) schools need to find a way to blend liberal arts training with real-life work experience. (CommonWealth)

TRANSPORTATION

The MBTA's former safety official, **Ron Nickle**, [filed a federal complaint](#) in May alleging that he was fired because he called attention to safety hazards and urged authority officials to make more information about mishaps public. (Boston Globe)

Red Line ridership [was off](#) 10 percent the week of the derailment, and about 6 percent the following week. (CommonWealth)

ICYMI: Video pyrotechnics [preceded](#) derailment of the Red Line train on June 11. (CommonWealth)

As the state's review continues of the Registry's handling of out-of-state violations by Massachusetts drivers, more licenses [are suspended](#). (MassLive)

More than 3,000 **motorcyclists** from all over the country [participated in](#) a 90-mile ride Saturday from Laconia, New Hampshire, to the site in Randolph where a truck driven by Volodymyr Zhukovskyy killed seven bikers last month. (Associated Press)

With four vehicles and a lot of fanfare, **Newton in Motion** [began offering rides](#) to Newton residents over the age of 60 last month with prices ranging from 50 cents to \$5. (WGBH)

The interchange between Route 128 and Interstate 95 in **Peabody** will be closed for an indeterminate amount of time after an asphalt truck [rolled over](#) Sunday afternoon. (Salem News)

ENERGY/ENVIRONMENT

Wellfleet residents are continuing to press for an [independent appraisal](#) of tidal flats off Indian Neck that voters in April agreed to purchase. (Cape Cod Times)

Toxic **algae blooms** have led health officials to temporarily close **Gloucester** to shellfish harvesters, but officials documented 16 violations of the ban in one week - including an incident at Wingaersheek Beach where a deputy shellfish constable found seven men with 70 pounds of surf clams in a cooler. (Gloucester Daily Times)

CRIMINAL JUSTICE/COURTS

The *Boston Globe* [goes deep](#) analyzing Suffolk County DA **Rachael Rollins'** approach on prosecuting cases.

After state lawmakers gave the public [more opportunities](#) to hide their criminal histories from employers and others, more than 4,000 petitions have poured in since October to seal adult and juvenile **criminal records** since October. (Eagle-Tribune)

Former lieutenant governor **Tim Murray** [was among a group](#) of restaurant patrons who helped restrain a man who stabbed a woman. (MassLive)

The FBI and ICE apparently [routinely use](#) facial recognition technology to search through state databases of driver's licenses. (Washington Post)

MEDIA

Boston Globe columnist **Shirley Leung** [interviews](#) new CBS anchor **Norah O'Donnell**.

3,000 people in the news business [have been laid off](#) or offered buyouts during the first five months of the year. (Bloomberg)

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Sent by amiddle@massinc.org

From: [Valley Joan \(DOT\)](#)
To: colleen.ogilvie@dot.state.ma
Subject: Attachment 9 Operational Summary.pdf
Date: Thursday, July 11, 2019 12:17 50 PM
Attachments: [Attachment 9 Operational Summary.pdf](#)

file:///C:/Users/fjvalley/AppData/Local/Temp/Temp1_Attachment%201%20Bidder's%20RFR%20Checklist.zip/Attachment%209%20Operational%20Summary.pdf
Sent from [Mail](#) for Windows 10

From: [Logan, James \(DOT\)](#)
To: [Bernard, Stephanie \(Stephanie.Bernard@us.gt.com\)](#)
Cc: [Sliva, Paul \(DOT\)](#); [Collaro-Surrette, Cheryl \(DOT\)](#); [Caron, Beth \(DOT\)](#)
Subject: GT RMV Audit Request - Internal Audits from 2015 and 2014
Date: Thursday, July 11, 2019 8:00:29 AM
Attachments: [Final RMV DCU Audit Report.pdf](#)
[012814 FINAL Audit Report RMV Rev Lic.pdf](#)

Stephanie,

Here are the last 2.

Jim

Jim Logan, CPA / Director of Audit Operations

MassDOT / State Transportation Building / 10 Park Plaza, Suite 7130, Boston, MA 02116

Tel#: 857-368-9777 / Fax#: 857-368-0600 / Email: James.Logan@state.ma.us

From: [Boyle, Christopher \(DOT\)](#)
To: [Commonwealth Fusion Center \(POL\)](#)
Subject: Re: Request
Date: Wednesday, July 10, 2019 10:40:15 PM

Yes.....Sergeant [REDACTED].

Thanks so much.

Chris

Lieutenant Christopher Boyle #2710
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](tel:781-738-7286)



On Jul 10, 2019, at 10:37 PM, Commonwealth Fusion Center (POL)
<fusion@pol.state.ma.us> wrote:

Hi. I just sent it through the HSIN Exchange and checked off all the states. I submitted three photos for facial recognition to them. Is there a person at Bristol that you want me to send the replies to?

From: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Sent: Tuesday, July 2, 2019 11:20 AM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Subject: RE: Request

Thanks [REDACTED]!!

Could you also run the attached photos through facial rec as well please?

Also, Bristol would like us to send out a facial rec request to New York and New England for facial rec. I forget what states have it now.

Thanks,

Chris

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

Thanks,

Chris

From: Connolly, Steven (POL)
Sent: Monday, July 1, 2019 3:26 PM
To: Boyle, Christopher (POL) <Christopher.Boyle@pol.state.ma.us>
Subject: FW: Emailing: DR_DQ98541365_1_1562003818776

From: Robertson, Ann Marie (BRI)
Sent: Monday, July 1, 2019 2:00 PM
To: Connolly, Steven (POL) [REDACTED] <[\[REDACTED\]@pol.state.ma.us](mailto:[REDACTED]@pol.state.ma.us)>
Subject: Emailing: DR_DQ98541365_1_1562003818776

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From: [Valley, Joan \(DOT\)](#)
To: [Ogilvie, Colleen \(DOT\)](#)
Date: Wednesday, July 10, 2019 5:57:00 PM
Attachments: [Attachment 9 Operational Summary.pdf](#)
[Copy of Attachment 8 Business Service Catalog.xlsx](#)

<https://www.mass.gov/lists/drivers-manuals#massachusetts-driver's-manual->

Joan M. Valley
ATLAS Project Team
Department of Transportation - RMV Division
25 Newport Ave Extension
Quincy, MA 02171

857-368-7708
joan.valley@dot.state.ma.us
mass.gov/rmv

From: [Glynn, Astrid \(DOT\)](#)
To: [Schiavone, Thomas \(DOT\)](#); [Cox, Alex \(DOT\)](#)
Cc: [McCarthy, Elizabeth \(DOT\)](#)
Subject: FW: POLITICO Massachusetts Playbook: What PRESSLEY said on TWITTER — Where's the BUDGET? — The 'SILENT ASSASSIN'
Date: Wednesday, July 10, 2019 4:53:28 PM

We should find out more about this program described in below blog excerpt and the subject of linked Globe story.

"A new program helps late-night workers in Boston get subsidized Lyft rides," by Janelle Nanos, Boston Globe: "Last call may signal the end of the party for Greater Boston's nightlife revelers. But service workers — those who tend bar or run restaurants — still have a long night ahead of them to close the establishments. And without reliable late-night public transit options, getting home is often a difficult and expensive endeavor. For several months, though, the ride-hailing service Lyft has been piloting an effort to help service workers save money on fares. Since mid-April, in a first-of-its-kind partnership, the company has teamed up with restaurateur Garrett Harker to test a subsidized ride program at three of Harker's restaurants. About 70 employees at Eastern Standard and the Hawthorne in Kenmore Square and at Branch Line in Watertown [pay a base fare of \\$3.50 for a shared ride home from work. The restaurant group and Lyft subsidize the rest](#)

From: Astrid Glynn [mailto:acgacg@aol.com]
Sent: Wednesday, July 10, 2019 4:45 PM
To: Glynn, Astrid (DOT)
Subject: Fwd: POLITICO Massachusetts Playbook: What PRESSLEY said on TWITTER — Where's the BUDGET? — The 'SILENT ASSASSIN'

Astrid

Sent from my iPhone

Begin forwarded message:

From: "Stephanie Murray" <massachusettsplaybook@politico.com>
Date: July 10, 2019 7:08:46 AM GMT-04:00
To: <acgacg@aol.com>
Subject: POLITICO Massachusetts Playbook: What PRESSLEY said on TWITTER — Where's the BUDGET? — The 'SILENT ASSASSIN'
Reply-To: "POLITICO subscriptions" <reply-fe981c717167077c76-630384_HTML-638301853-1376319-0@politicoemail.com>

Jul 10, 2019

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Massachusetts Playbook logo



BY [STEPHANIE MURRAY](#)

GOOD MORNING, MASSACHUSETTS. [Is this a metaphor?](#)

WHAT PRESSLEY SAID ON TWITTER — Rep. Ayanna Pressley ripped White House adviser Kellyanne Conway on Twitter last night, telling the Trump administration official to keep Pressley's name out of her "lying mouth."

Conway took to Fox News yesterday to seize on a rift between House Speaker Nancy Pelosi and four first-year House members over a vote on a Senate-backed emergency border funding bill.

Here's what went down: Pelosi told a [New York Times](#) columnist recently that Pressley and fellow liberal Reps. Alexandria Ocasio-Cortez, Ilhan Omar and Rashida Tlaib "don't have any following," after they voted against the border spending bill, which they felt did not

contain enough protections for migrant children. Pelosi felt was the best bill they could get through the Senate.

"All these people have their public whatever and their Twitter world," Pelosi told the Times. "But they didn't have any following. They're four people and that's how many votes they got."

Conway jumped on the criticism, [calling it a catfight](#) and a "major meow moment" during a television interview. That's when Pressley hit back.

". @KellyannePolls oh hi Distraction Becky. Remember that time your boss tore babies from their mothers' arms and threw them in cages? Yeah take a seat and keep my name out of your lying mouth," Pressley wrote [online yesterday](#).

Within hours, "Distraction Becky" was trending on Twitter, and Pressley's tweet had been liked and shared more than 100,000 times.

Have a tip, story, suggestion, birthday, anniversary, new job, or any other nugget for the Playbook? Get in touch: smurray@politico.com.

TODAY — Gov. Charlie Baker and Lt. Gov. Karyn Polito announce new legislation for safety and enforcement provisions for transportation network companies. **Polito** chairs a weekly meeting of the Governor's Council. **Boston Mayor Marty Walsh** hosts a Venezuelan flag raising at City Hall Plaza, then speaks at a library groundbreaking in Dorchester. **Rep. Seth Moulton** and other lawmakers who served in the armed forces or as public servants call for the House to pass Amendment 270 to the National Defense Authorization Act, which would prevent the president from using unauthorized force against Iran.

Want to know what's REALLY happening on Capitol Hill? Get in the game by reading the Huddle, POLITICO's fun and essential play-by-play guide to Congress. Melanie Zanona pulls back the curtain and takes you inside the backrooms on Capitol Hill to keep you apprised of

the latest from both the upper and lower chambers. [Sign up today.](#)

□ DATELINE BEACON HILL

- **"CONFEREE SEES BUDGET DEAL AS 'PRETTY CLOSE,'" by Michael P. Norton and Colin A. Young, State House News Service:** "State budget negotiators are "pretty close" to an overdue agreement, according to a House negotiator, and the lead Senate conferee told the News Service on Tuesday, "I want it done." "I am concerned as we approach the summer break, which is going to be coming up in August, that the clock is ticking so I think we need to reach consensus probably sooner than later," said Rep. Todd Smola of Warren, one of two Republicans serving on the six-member fiscal 2020 budget [conference committee. Asked how close the committee was to a deal, Smola said, 'Pretty close.'](#)"

- **"Safety allegations raise control board issues," by Bruce Mohl, Commonwealth Magazine:** "THE MBTA's FISCAL and Management Control Board is widely viewed as a government success story - five, unpaid gubernatorial appointees who have brought public scrutiny to the inner workings of the state's troubled transit authority. But the allegations made by former MBTA chief safety officer Ronald W. Nickle suggest the board is far from perfect. Nickle claims he was fired by the T in March for identifying safety hazards and pushing leaders to be more transparent about derailments, electrocutions, track problems, excessive overtime, and other incidents Gov. Charlie Baker said on Monday that he supported T management's decision to fire Nickle, suggesting the T has a strong rebuttal to Nickle's claims. But the incident should factor into the Legislature's deliberations about how to replace the control board once its term expires next year. The big question: [How can the T's chief safety officer be fired and no one on the control board asks why?](#)"

- **"Section 35 Panel Recommends Mass. End Civil Commitments To Prisons, Jails," by Deborah Becker, WBUR:** "How Massachusetts involuntarily commits people to addiction treatment is likely to change after much debate about one of the most visible

intersections of the public health and criminal justice systems. A state commission has released its final recommendations about the civil commitment process under the state law known as Section 35. With more than 5,700 involuntary commitments to addiction treatment in the last fiscal year, Massachusetts is a state where these types of commitments are widely used. It's also believed to be the only state that sends civilly committed [men to jails and prisons for treatment, even though they haven't committed any crimes.](#)"

- **"Mass. Says It Does Not Provide RMV System Access To Federal Authorities,"** by Steve Brown, WBUR: "Following reports that federal investigators are using some states' driver's license databases for searching for possible facial recognition matches, the Baker administration says federal authorities do not have access to Massachusetts' license system. "The Massachusetts Registry of Motor Vehicles cooperates with law enforcement on specific case by case queries related to criminal investigations but does not provide system access to federal authorities and is not negotiating to do so," Judi Riley, [a spokeswoman for the state Department of Transportation, said in an email to WBUR.](#)"

- **"Mass. lawmakers hear calls to update public school curriculum,"** by Katie Lannan, State House News Service: "From the science of climate change to trauma response to mental illness, lawmakers and advocates on Tuesday made their case for updating the Massachusetts public school curriculum to equip young people for modern realities. The Education Committee held a hearing on a series of bills that propose instruction on topics supporters said deserve more attention in the classroom. Much of the testimony focused on bills dealing with mental health education. Rep. Natalie Higgins and Sen. Nick Collins offered bills (H 482, S 244) that would make mental health education a required subject, while a Sen. Dean Tran bill (S 731) would establish [mental health promotion as an optional component of high school health education curriculum.](#)"

- **"Mass. Is Spending \$86M From The GE Headquarters Sale On Workforce Housing,"** by Michael P. Norton and Matt Murphy, State House News Service: "The Baker administration announced

Tuesday that it will use \$86 million that the state received from the sale of General Electric's headquarters to create workforce housing and homeownership opportunities for first-time buyers. Under plans outlined by Gov. Charlie Baker, a \$60 million commitment will create about 500 new homes that will be affordable to moderate income, first-time home buyers. About 260 new workforce rental [units will be supported with the remaining \\$26 million, according to the governor's office.](#)"

□ FROM THE HUB

- **"'Stay in Boston,' DA Rollins urges law students of color,"** by **Greg Ryan, Boston Business Journal:** "Boston's law firm leaders widely acknowledge the need to diversify their ranks. Minorities make up less than 5 percent of partners in the Boston area, according to a survey this year, putting the region behind places like New York City, Chicago and Los Angeles. To address that shortcoming, managing partners at 17 of Boston's largest law firms brought together the city's legal interns of color on Monday evening, for a first-of-its-kind soiree on the rooftop terrace at Morgan Lewis & Bockius LLP's Financial District office. And they invited one of the biggest names in Boston's legal [community to speak to the aspiring attorneys: Suffolk County District Attorney Rachael Rollins.](#)"

- **"Harvard fires fencing coach over Needham house sale,"** by **Michael Levenson, Boston Globe:** "Harvard said Tuesday that it is firing its longtime fencing coach, finding that he violated the university's conflict-of-interest policy by selling his home to a wealthy businessman whose teenage son was looking to apply to the university and fence on the team. The university retained a private law firm to review the deal in April, when the Globe first reported that the coach, Peter Brand, and his wife, Jacqueline Phillips, had sold their home in [May 2016 to Jie "Jack" Zhao, whose son, then a high school junior, was interested in fencing for Harvard.](#)"

- **"Mass. Attorney General Maura Healey defends Obamacare as court takes up issue,"** by **Meghan Ottolini, Boston Herald:** "Massachusetts Attorney General Maura Healey voiced her defense of

the Affordable Care Act Tuesday, rallying with Obamacare supporters hours before the U.S. Court of Appeals heard oral arguments over the law's constitutionality. "This isn't just a fight about the law, it's a fight about country, our values, and whether we're going to take care of one another," Healey said, standing on the harbor side of the John Joseph Moakley Federal Courthouse in Boston. With Healey's stance, Massachusetts joins 16 other states defending the ACA in *Texas v. United States*, which will be tried in the Fifth Circuit Court of Appeals, in Louisiana. The law's latest challenge [comes nine years after President Obama first enacted the legislation, and after two Supreme Court cases.](#)"

- **"Who gets abortions in Massachusetts? Here's what the data show," by Stephanie Ebbert, Boston Globe:** "Massachusetts lawmakers are considering a bill that would codify abortion rights in state law and remove barriers that now prevent women in certain circumstances from getting abortions. Women under 18, for example, need a parent's consent or a judicial order to get an abortion — a restriction the bill would remove. The bill would also allow an abortion after 24 weeks if a fetus is diagnosed with a fatal anomaly. Abortions are now allowed in Massachusetts after that time only if the mother's life or health is threatened. There were 18,256 abortions in Massachusetts last year, according to the Massachusetts Registry of Vital Records and Statistics, which tracks the data. [The annual number has dropped dramatically over time, after peaking at 44,044 in 1979.](#)"

- **"Police investigating whether alt-right group is linked to fireworks incident near Bunker Hill Monument," by Travis Andersen, Boston Globe:** "Demonstrators who set off flares near the Bunker Hill Monument in Charlestown late Saturday had their faces covered, and law enforcement officials are trying to determine whether they are linked to an alt-right group, authorities say. Boston police were called to the monument area around 11:45 p.m. and were met by a park ranger, who told them he'd been informed by witnesses that up to 20 people with "cloths covering their faces" had lit off flares and paint [canisters placed at the base of the William Prescott statue, a department incident report said.](#)"

□ DAY IN COURT

- **"Here's what legal experts are saying about the Kevin Spacey sexual assault case,"** by Travis Andersen, Matt Rocheleau and John R. Ellement, **Boston Globe**: "A missing phone at the center of Kevin Spacey's pending sexual assault case on Nantucket, coupled with the accuser's refusal to answer questions about the device, could force prosecutors to drop an indecent assault and battery charge filed against the actor, legal experts said Tuesday. "If I were a betting man, I'd say this case is going to end short of a trial" via dismissal, said Chris Dearborn, clinical professor of law at Suffolk University and a former Massachusetts public defender. Dearborn and other specialists spoke to the Globe following a dramatic hearing Monday in Nantucket District Court, [where Spacey's 21-year-old accuser asserted his Fifth Amendment right against self-incrimination regarding the phone.](#)"

□ WARREN REPORT

- **"Elizabeth Warren welcomes Tom Steyer to the 2020 race — with a subtweet,"** by Nik DeCosta-Klipa, **Boston.com**: "Welcome to the Democratic presidential primary, Tom Steyer. Elizabeth Warren disapproves of your campaign. "The Democratic primary should not be decided by billionaires, whether they're funding Super PACs or funding themselves," Warren tweeted Tuesday afternoon, just hours after Steyer, a billionaire hedge-fund founder and liberal philanthropist, officially launched his 2020 campaign. While her tweet did not mention Steyer by name, it mirrored previous criticisms Warren had lobbed at billionaires considering self-funded [presidential campaigns, like Starbucks founder Howard Schultz and former New York City Mayor Michael Bloomberg.](#)"

□ FROM THE DELEGATION

- **"Trahan filing bill, ignores Pence's assurances,"** by Sarah Betancourt, **CommonWealth Magazine**: "US REP. LORI TRAHAN on Wednesday described her recent trip to detention facilities along the US- Mexico border last week, talking about how the conditions she saw spurred her to write legislation addressing a small part of the

problem. The Accountability for Migrant Deaths Act would require that Congress be notified within 24 hours of a migrant dying while in US custody. The bill would also mandate that the House Committee on Oversight and Reform or another committee with jurisdiction hold a public hearing within a week of that notification to receive testimony from appropriate agency officials relating to the death. The measure would also limit the secretaries of [Homeland Security and Health and Human Services from exerting executive privilege to avoid publicly testifying.](#)"

□ THE CLARK CAUCUS

- **"Katherine Clark quietly eyes leadership ascent," by Scott Wong and Mike Lillis, The Hill:** "She's the most powerful woman in the Capitol you've probably never heard of. But for Rep. Katherine Clark (Mass.), the vice chairwoman of the Democratic Caucus, that soon may change as she eyes a climb to the top. The progressive Massachusetts Democrat has been quietly working behind the scenes to curry favor with House colleagues, writing checks and campaigning around the country on their behalf. She's been holding one-on-one meetings with members in an effort to lend them greater voice, and hosting lawmakers at monthly [policy dinners, including a June gathering with celebrity chef José Andrés on disaster relief.](#)"

□ IT'S NOT EASY BEING GREEN

- **"At 'wit's end,' Mariano pushes Weymouth air-monitoring bill," by Chris Lisinski, State House News Service:** "House Majority Leader Ronald Mariano urged colleagues Tuesday to advance legislation that would require additional air-quality monitoring near compressor stations, a bill he told constituents two weeks ago he would try to fast-track amid ongoing controversy over a Weymouth proposal. Mariano, a Quincy Democrat, opened a Joint Committee on Telecommunications, Utilities and Energy hearing Tuesday by saying he was at his "wit's end" dealing with decades of pollution from industrial facilities in the area of the Fore River, which runs between Quincy and Weymouth. Now, after what Mariano described as "egregious shortcomings" in the Baker administration's approval of a

Weymouth [natural gas compressor station, he pushed for the legislation as necessary to ensure public health.](#)"

- **"Study: Carbon tax carries high cost, low benefit," by Mary Markos, Boston Herald:** "A proposed Carbon tax in Massachusetts would have an "insignificant" impact on the environment and be costly to taxpayers and the economy, according to a new study. The study, commissioned by the Fiscal Alliance Foundation and conducted by the Beacon Hill Institute (BHI), was based on a bill filed by Rep. Jennifer Benson (D-Lunenburg), An Act to Promote Green Infrastructure and Reduce Carbon Emissions, which has 108 co-sponsors. Paul D. Craney, spokesperson for the Fiscal Alliance Foundation, argued that Benson's carbon tax does not factor in the fact that Massachusetts cannot control what air enters and leaves the state [and that carbon emission control would only be effective at the federal or international level.](#)"

ALL ABOARD

- **"Developers pressed to fund extra T service," by Tim Logan, Boston Globe:** "As debate roars over how to fund improvements to Greater Boston's dysfunctional mass transit system, state officials are increasingly pressuring real estate developers to pitch in. In recent months, they have reached agreements with developers of two big projects north of downtown to pay for extra service on the MBTA's Orange Line. The arrangements mark a new approach to subsidizing public transportation with developers' money. Traditionally, builders have agreed to improve, or build, transit stations located near their projects, but they haven't funded operations. With more such deals likely on the way, transportation advocates say they could someday become standard practice — a way to meet the [added demand on the system from new apartment and office buildings sprouting along T routes.](#)"

- **"Red Line ridership continues to lag," by Bruce Mohl, Commonwealth Magazine:** "Red Line ridership continued to lag behind normal levels during the last week of June - the continuation of a trend that began after a train car derailed at the JFK/UMass station

on June 11. The number of weekday tap-ins - people using Charlie Cards or tickets to pass through fare gates - remained below 200,000 every day during the last week of June as it did during the two preceding weeks. Normally, Red Line tap-ins exceed 200,000 a day on Tuesdays, Wednesdays, and Thursdays. Red Line taps averaged 193,156 during the last week of June, up 1.6 percent over the previous week and 6.6 percent above the week of the June 11 derailment. [But the number was 4.3 percent below the first week in June and 4.4 percent below the average for all of June 2018.](#)"

- **"A new program helps late-night workers in Boston get subsidized Lyft rides,"** by Janelle Nanos, **Boston Globe:** "Last call may signal the end of the party for Greater Boston's nightlife revelers. But service workers — those who tend bar or run restaurants — still have a long night ahead of them to close the establishments. And without reliable late-night public transit options, getting home is often a difficult and expensive endeavor. For several months, though, the ride-hailing service Lyft has been piloting an effort to help service workers save money on fares. Since mid-April, in a first-of-its-kind partnership, the company has teamed up with restaurateur Garrett Harker to test a subsidized ride program at three of Harker's restaurants. About 70 employees at Eastern Standard and the Hawthorne in Kenmore Square and at Branch Line in Watertown [pay a base fare of \\$3.50 for a shared ride home from work. The restaurant group and Lyft subsidize the rest.](#)"

- **"At Aquarium Station, 'Water Transportation' Is A Multi-Million-Dollar Problem,"** by Robin Washington, **WGBH News:** "In a bit of unintended irony, the train announcement for Aquarium Station on the Blue Line tells passengers it's the stop to make a connection for water transportation. The announcement is referring to the T's water shuttle, but riders are likely more familiar with the water on the platform. "I always see water [there]," said Amy Cosman, who's been using the stop for five years. She said she's never seen it without water on the platform, which the T has addressed by [placing orange cones that one more typically sees when someone is mopping a floor.](#)"

- **"Liss-Riordan loans campaign \$1 million for Markey challenge,"** by Aidan Ryan, **Boston Globe**: "Shannon Liss-Riordan, the Brookline labor attorney challenging US Senator Edward J. Markey in next year's primary, has loaned her campaign \$1 million for her effort to topple the incumbent, according to a preliminary copy of a fund-raising report from her campaign. She raised just shy of \$145,000 and will report about \$992,000 in cash on hand for [the second quarter, which ended June 30. Liss-Riordan officially began her campaign in May.](#)"

□ ABOVE THE FOLD

— **Herald**: "DREAM COME TRUE," — **Globe**: "Harvard fires fencing coach over house sale," "Developers pressed to fund extra T service."

□ FROM THE 413

- **"Dozens of officers searching for Pittsfield man who escaped custody,"** by Haven Orecchio-Egresitz, **The Berkshire Eagle**: "More than 30 law enforcement officers from multiple agencies remain on the hunt for an inmate who escaped custody Monday afternoon at Berkshire Medical Center. Harry Chandler, who has a black belt in judo, overpowered a deputy with the Berkshire County Sheriff's Office as he was being released from the hospital. The escape triggered an extensive police manhunt in the Morningside neighborhood, including the use of a state police helicopter, that lasted [until 4:30 a.m. Tuesday. Officers resumed their search at 8:30 a.m.. Sheriff Thomas Bowler said.](#)"

- **"Aerosmith reunited with restored tour van salvaged from Chesterfield woods,"** by Erin O'Neill, **Daily Hampshire Gazette**: "Rock legends Aerosmith were reunited with their original tour van from the 1970s, which was plucked out of the Chesterfield woods last summer on the TV show "American Pickers." Mike Wolfe and Frank Fritz, hosts of the show on the History Channel, purchased the van for \$25,000 and restored it. In an episode that aired Monday, Wolfe and Fritz presented the now-road-worthy 1960s International Harvester

Metro Van to members of Aerosmith in Las Vegas. "I think it's f----- amazing," [Aerosmith guitarist Joe Perry said when the band saw the restored van for the first time.](#)"

□ THE LOCAL ANGLE

- **"Braintree councilor and mayoral candidate connected to RMV scandal,"** by Audrey Cooney, Braintree Forum: "Thomas Bowes, a Braintree town councilor and mayoral candidate, is the director of a state Registry of Motor Vehicles board that failed to process tens of thousands of notifications letting the RMV know about out-of-state traffic violations, including one for the driver in a New Hampshire crash that killed seven motorcyclists in June. Bowes is the director of the RMV's Merit Review Board, which manages drivers' records for traffic violations, insurance claims and out-of-state driving records. A Massachusetts Department of Transportation review of the RMV's procedures for sharing data with other states launched after the deadly crash revealed a massive backlog of unprocessed out-of-state [notifications that should have suspended the licenses of hundreds of Massachusetts drivers.](#)"

- **"Officials outline plan to boost businesses still struggling from gas disaster,"** by Jessica Valeriani, Eagle-Tribune: "Officials huddled outside Rose & Dove Gift Shop Tuesday morning to detail a new regional marketing campaign that will boost small businesses still struggling from the Sept. 13 gas disaster. They also provided an update on business recovery efforts. The campaign, called Rock the Register, is aimed at helping local businesses get attention and bringing customers back to local shops. Lawrence Mayor Daniel Rivera said the initiative is funded through \$10 million from Columbia Gas for [economic development in the three impacted communities of Lawrence, Andover and North Andover.](#)"

- **"Drone video captures great white shark interaction off Cape Cod,"** by Edward Sutelan, Cape Cod Times: "An interaction between two great white sharks captured by a drone off the coast of Chatham has researchers at the Atlantic White Shark Conservancy hoping to learn more about their behavior. The nonprofit's local team

"is hoping to see the high res version to learn more about the interaction" between the great white sharks in a video the group calls "FIRST FOOTAGE EVER," according to Atlantic White Shark Conservancy social media pages. [The video comes just as great white shark sightings in the Cape Cod area are becoming more frequent.](#)"

□ MEDIA MATTERS

- **Adrian Ma** joins WBUR as a business reporter. [Tweet](#).

TRANSITIONS - **Lynette Cook-Francis** was named senior vice president for student engagement and enrollment management at Simmons University, beginning Aug. 23.

MAZEL! to **Spectrum Health Systems, Inc.**, which celebrates its 50th anniversary.

HAPPY BIRTHDAY - to **Edie Mead Holway**, **Andy Flick**, chief of staff to Rep. David Trone and former political director for the Serve America PAC, and **Samuel Weinstock**, legislative aide for Sen. Elizabeth Warren.

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From: [Verseckes, Michael](#)
To: [Battiston, Lisa \(DOT\)](#); Jon.Lenicheck@dot.state.ma.us; [Donahue-Rodriguez, Angel](#)
Subject: Fwd: AFTERNOON BRIEFS: FACIAL RECOGNITION | INNOVATION CAMPUS | WATCH WHILE T WORKS
Date: Wednesday, July 10, 2019 2:50:35 PM

Lisa, nice work.

Angel/Jon, FYI if you want to toss this out to electeds in the area.

Begin forwarded message:

From: State House News Service <news@statehousenews.com>
Date: July 10, 2019 at 14:44:11 EDT
To: State House News Service <news+mbta.com@statehousenews.com>
**Subject: AFTERNOON BRIEFS: FACIAL RECOGNITION |
INNOVATION CAMPUS | WATCH WHILE T WORKS**



AFTERNOON BRIEFS: FACIAL RECOGNITION | INNOVATION CAMPUS | WATCH WHILE T WORKS

STATE HOUSE NEWS SERVICE

- MASSDOT SUED OVER FACE SURVEILLANCE TECHNOLOGY USE
- INNOVATION CAMPUS PLANNED IN SOUTH BOSTON
- MBTA INVITES MEDIA TO VIEW TRACK UPGRADES

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From: [Verseckes, Michael](#)
To: [Battiston, Lisa \(DOT\)](#); [Lenicheck, Jonathan \(DOT\)](#); [Donahue-Rodriguez, Angel](#)
Subject: Fwd: AFTERNOON BRIEFS: FACIAL RECOGNITION | INNOVATION CAMPUS | WATCH WHILE T WORKS
Date: Wednesday, July 10, 2019 2:49:07 PM

Lisa, nice work.

Angel/Jon, FYI if you want to toss this out to electeds in the area.

Begin forwarded message:

From: State House News Service <news@statehousenews.com>
Date: July 10, 2019 at 14:44:11 EDT
To: State House News Service <news+mbta.com@statehousenews.com>
**Subject: AFTERNOON BRIEFS: FACIAL RECOGNITION |
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From: [Grew, Matthew \(DOT\)](#)
To: [Palladino, Edward \(DOT\)](#); [Fielding, Daniel \(DOT\)](#); [Kersten, James A. \(DOT\)](#); [Zazzera, Kathryn \(DOT\)](#); [Bosworth, Scott \(DOT\)](#); [Tynes, Julian \(DOT\)](#); [Breen, Marie \(DOT\)](#)
Subject: FW: AFTERNOON BRIEFS: FACIAL RECOGNITION | INNOVATION CAMPUS | WATCH WHILE T WORKS
Date: Wednesday, July 10, 2019 2:44:07 PM

From: State House News Service
Sent: Wednesday, July 10, 2019 2:44:01 PM (UTC-05:00) Eastern Time (US & Canada)
To: State House News Service
Subject: AFTERNOON BRIEFS: FACIAL RECOGNITION | INNOVATION CAMPUS | WATCH WHILE T WORKS



AFTERNOON BRIEFS: FACIAL RECOGNITION | INNOVATION CAMPUS | WATCH WHILE T WORKS

STATE HOUSE NEWS SERVICE

- MASSDOT SUED OVER FACE SURVEILLANCE TECHNOLOGY USE
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From: [Lavoie, Sara \(DOT\)](#)
To: [Peyton, Nathan \(DOT\)](#); [Doyle, William \(DOT\)](#); [Fenton, Eileen \(DOT\)](#)
Cc: [Primerano, John \(DOT\)](#)
Subject: ATLAS Hours Estimate
Date: Wednesday, July 10, 2019 2:32:04 PM
Attachments: [Hours Estimates CONFIDENTIAL SRL Notes CustomReport RMV \(07_03\).xlsx](#)

Here are the ATLAS hours estimates for the PRRs. John P, is there an ALARS estimate yet?

Sara Lavoie
Director of Enforcement Services

From: [Guarino, Sarah \(DOT\)](#)
To: [LaPia, Richard \(DOT\)](#)
Subject: RE: DL
Date: Wednesday, July 10, 2019 1:36:49 PM

Ok thanks. I was wondering to send them stuff I need corrected.
I've been sending them to Denise directly.

From: LaPia, Richard (DOT)
Sent: Wednesday, July 10, 2019 12:28 PM
To: Guarino, Sarah (DOT)
Subject: RE: DL

Not that I know of.

From: Guarino, Sarah (DOT) <Sarah.Guarino@dot.state.ma.us>
Sent: Wednesday, July 10, 2019 12:17 PM
To: LaPia, Richard (DOT) <Richard.LaPia@dot.state.ma.us>
Subject: DL

Hey Ricky,
Do you know if Drivers Lic have a general email to send stuff to???

Sarah Guarino
Facial Recognition Analyst (PC1)
Enforcement Services Unit, MassDOT/RMV
Direct: (857)368-8623
Fax: (857)368-0645
Email: sarah.guarino@dot.state.ma.us

From: [Bedard, David \(DOT\)](#)
To: [Tesler, Jamey \(DOT\)](#)
Cc: [Newton, Mark \(DOT\)](#); [Spriggs, Nicole \(DOT\)](#)
Subject: Support of RMV Operations by Technology
Date: Wednesday, July 10, 2019 1:26:05 PM

Jamey – I am certain you have many critical priorities at the moment but I wanted to make you aware of the support my team provides to RMV operations. Below is a summary of the support:

- Main point of contact to Idemia for escalations, equipment planning and procurement, field support levels, quarterly business reviews, etc.
 - Idemia provides software, hardware and support of driver licensing workstations, permit testing systems, back office facial recognition, and field support of their systems as well as misc. hardware (eg. credit card scanners)
- Provide technical planning, budgeting and support of all service centers, QHQ and AAA moves and expansions
 - Most recently Taunton and Watertown service centers
- Provide a dedicated Customer Engagement Manager that works with all levels within the RMV to ensure business needs are aligned with tech, request are getting the appropriate priority, production outages are communicated, and planned activities that could impact RMV operations (eg. an EOTSS network update) are communicated, understood and approved
 - Mark Newton, Customer Engagement Manager, O: [REDACTED]
[REDACTED]

If you have any questions or if there is anything we can do to help, please don't hesitate to contact me.

David Bedard
Deputy Chief Information Officer



From: [LaPia, Richard \(DOT\)](#)
To: [Guarino, Sarah \(DOT\)](#)
Subject: RE: DL
Date: Wednesday, July 10, 2019 12:27:00 PM

Not that I know of.

From: Guarino, Sarah (DOT) <Sarah.Guarino@dot.state.ma.us>
Sent: Wednesday, July 10, 2019 12:17 PM
To: LaPia, Richard (DOT) <Richard.LaPia@dot.state.ma.us>
Subject: DL

Hey Ricky,
Do you know if Drivers Lic have a general email to send stuff to???

Sarah Guarino
Facial Recognition Analyst (PC1)
Enforcement Services Unit, MassDOT/RMV
Direct: (857)368-8623
Fax: (857)368-0645
Email: sarah.guarino@dot.state.ma.us

From: [Guarino, Sarah \(DOT\)](#)
To: [LaPia, Richard \(DOT\)](#)
Subject: DL
Date: Wednesday, July 10, 2019 12:17:02 PM

Hey Ricky,

Do you know if Drivers Lic have a general email to send stuff to???

Sarah Guarino

Facial Recognition Analyst (PC1)

Enforcement Services Unit, MassDOT/RMV

Direct: (857)368-8623

Fax: (857)368-0645

Email: sarah.guarino@dot.state.ma.us

From: [REDACTED]
To: [Rizzuto, Elizabeth \(DOT\)](#)
Subject: ???
Date: Wednesday, July 10, 2019 12:13:15 PM

If I asked pretty please, would you let me?

<https://www.wbur.org/news/2019/07/09/ice-fbi-facial-recognition-massachusetts>

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

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 Wednesday July 10, 2019.docx
Date: Wednesday, July 10, 2019 12:09:22 PM
Attachments: [MassDOT Daily Online Articles Wednesday July 10, 2019.docx](#)

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From: [Yee, Filbert Y. \(DOT\)](#)
To: [Pagani, Brandon \(DOT\)](#); [Litchfield, Paul L. \(DOT\)](#); [Mangan, John F. \(DOT\)](#); [Mallios, John C. \(DOT\)](#); [Conti, Maria \(DOT\)](#)
Subject: FW: MassDOT Daily Online Articles Wednesday July 10, 2019.docx
Date: Wednesday, July 10, 2019 11:25:09 AM
Attachments: [MassDOT Daily Online Articles Wednesday July 10, 2019.docx](#)

WOW. The MBTA is now reaching out to the property developers for money. .. to help them operate their not too efficient T services. And was based it on a similar agreement Encore had with the MBTA. They should asked the Colleges & University too .. they have the \$.

I wonder if other CITIES request funds from property developers to fund their OPERATIONS.

From: Hill, Andrea L. (DOT) <Andrea.L.Hill@dot.state.ma.us>
Sent: Wednesday, July 10, 2019 10:50 AM
To: Bondeson, Allen L. (DOT) <Allen.Bondeson@dot.state.ma.us>; Nieto, German (DOT) <German.Nieto@dot.state.ma.us>; Negah, Shahpar (DOT) <Shahpar.Negah@dot.state.ma.us>; Kernan, Eamon (DOT) <Eamon.Kernan@dot.state.ma.us>; Yee, Filbert Y. (DOT) <Filbert.Yee@dot.state.ma.us>; Currier, Thomas H. (DOT) <Thomas.H.Currier@dot.state.ma.us>; Shedd, David G. (DOT) <David.Shedd@dot.state.ma.us>; Holland, Shawn S. (DOT) <Shawn.Holland@dot.state.ma.us>; Belov, Aleksey N. (DOT) <Aleksey.Belov@dot.state.ma.us>; Cash, Lawrence J. (DOT) <Lawrence.Cash@dot.state.ma.us>
Cc: Sen, Gautam (DOT) <Gautam.Sen@dot.state.ma.us>
Subject: FW: MassDOT Daily Online Articles Wednesday July 10, 2019.docx

From: Jessen, Klark (DOT) <Klark.Jessen@dot.state.ma.us>
Sent: Wednesday, July 10, 2019 10:16 AM
To: Jessen, Klark (DOT) <Klark.Jessen@dot.state.ma.us>
Subject: MassDOT Daily Online Articles Wednesday July 10, 2019.docx

Today's MassDOT News.

Klark

From: [Hill, Andrea L. \(DOT\)](#)
To: [Bondeson, Allen L. \(DOT\)](#); [Nieto, German \(DOT\)](#); [Negah, Shahpar \(DOT\)](#); [Kernan, Eamon \(DOT\)](#); [Yee, Filbert Y. \(DOT\)](#); [Currier, Thomas H. \(DOT\)](#); [Shedd, David G. \(DOT\)](#); [Holland, Shawn S. \(DOT\)](#); [Belov, Aleksey N. \(DOT\)](#); [Cash, Lawrence J. \(DOT\)](#)
Cc: [Sen. Gautam \(DOT\)](#)
Subject: FW: MassDOT Daily Online Articles Wednesday July 10, 2019.docx
Date: Wednesday, July 10, 2019 10:49:41 AM
Attachments: [MassDOT Daily Online Articles Wednesday July 10, 2019.docx](#)

From: Jessen, Klark (DOT) <Klark.Jessen@dot.state.ma.us>
Sent: Wednesday, July 10, 2019 10:16 AM
To: Jessen, Klark (DOT) <Klark.Jessen@dot.state.ma.us>
Subject: MassDOT Daily Online Articles Wednesday July 10, 2019.docx

Today's MassDOT News.

Klark

From: [Jessen, Klark \(DOT\)](#)
To: [Jessen, Klark \(DOT\)](#)
Subject: MassDOT Daily Online Articles Wednesday July 10, 2019.docx
Date: Wednesday, July 10, 2019 10:16:27 AM
Attachments: [MassDOT Daily Online Articles Wednesday July 10, 2019.docx](#)

Today's MassDOT News.

Klark

From: [Pitman, Billy \(DOT\)](#)
To: [Tesler, Jamey \(DOT\)](#)
Subject: WBUR: Mass. Says It Does Not Provide RMV System Access To Federal Authorities
Date: Wednesday, July 10, 2019 8:16:00 AM

Mass. Says It Does Not Provide RMV System Access To Federal Authorities

July 09, 2019
[Steve Brown](#)

Following [reports](#) that federal investigators are using some states' driver's license databases for searching for possible facial recognition matches, the Baker administration says federal authorities do not have access to Massachusetts' license system.

"The Massachusetts Registry of Motor Vehicles cooperates with law enforcement on specific case by case queries related to criminal investigations but does not provide system access to federal authorities and is not negotiating to do so," Judi Riley, a spokeswoman for the state Department of Transportation, said in an email to WBUR.

The statement reinforces remarks Gov. Charlie Baker made Monday when he was asked about a Washington Post [report](#) that FBI and ICE agents have scanned through millions of Americans' license photos without their knowledge or consent.

"Typically the only time the RMV responds to any sort of a request is a very particular and specific one that involves a federal inquiry. Usually it involves criminal activity. There is no blanket sharing of data with any federal agency associated with law enforcement," Baker told reporters following his weekly meeting with legislative leaders.

Still, the Post report and others have some elected officials wondering if legislative protections should be considered.

"I do think a set of reasonable protections around information that is collected using that technology is appropriate," said state Senate Republican leader Bruce Tarr. "I do believe that facial recognition is an important tool for public safety and homeland security. That being said, I think there should be a protocol because the information is very sensitive and it could have the potential for abuse."

Baker recognized that there are concerns about the sharing of data.

"I think obviously from our point of view privacy is a really big concern on all of these issues," the governor said Monday. "I think the thing we need to do is make sure that we're doing everything we can to protect people's privacy and giving them options to opt out if they choose to."

Baker acknowledged this will continue to be a tough issue as federal, state and local governments rely more and more on digital platforms for managing personal information.

[Somerville](#) recently became the first community on the East Coast to ban government use of face surveillance technology.

The questions about the Massachusetts' RMV's data-sharing with federal investigators come as the agency has been [under fire](#) for mishandling driving violation notice from other states.

Billy Pitman
Deputy Chief for Strategy & Implementation
Massachusetts Department of Transportation
10 Park Plaza, Suite 4160
Boston, MA 02116
O: 857-368-8920

From: [Valley, Joan \(DOT\)](#)
To: [Foster, Gary S \(MBTA\)](#)
Subject: Payment Schedule
Date: Tuesday, July 09, 2019 4:22:00 PM
Attachments: [MassDOT - Fast - Amendment No. 2 - Execution Copy.pdf](#)

Hi Gary,

Attached is the payment schedule. All the documents are in Workbench under Content _ General Project Information _ Administrative _ Contract

Joan

Joan M. Valley
ATLAS Project Team
Department of Transportation - RMV Division
25 Newport Ave Extension
Quincy, MA 02171

857-368-7708

joan.valley@dot.state.ma.us

mass.gov/rmv

From: [Commonwealth Fusion Center \(POL\)](#)
To: [Boyle, Christopher \(POL\)](#)
Subject: FW: Facial Recognition Request
Date: Tuesday, July 09, 2019 4:28:39 PM

Hello. This is the response from New York about [REDACTED].

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

From: troopers.sm.criminal.intelligence.unit <ciu@nysic.ny.gov>
Sent: Tuesday, July 9, 2019 10:35 AM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Subject: RE: Facial Recognition Request

[REDACTED],

I checked all facial recognition databases with negative results. Let me know if there is anything else I can do for you.

Regards,

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

From: Fusion (POL) [<mailto:fusion@state.ma.us>]
Sent: Tuesday, July 02, 2019 9:35 PM
To: troopers.sm.criminal.intelligence.unit <ciu@nysic.ny.gov>
Subject: Facial Recognition Request

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown

senders or unexpected emails.

Good evening. At your earliest convenience, please run the attached photos in your facial recognition system. He is a person of interest in a [REDACTED] case. His biographical information is listed below and the required form is attached to this email. If there is any additional information required, please let me know. Thanks.

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

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

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From: [Ogilvie, Colleen \(DOT\)](#)
To: [Valley, Joan \(DOT\)](#)
Subject: FAST Amendment 2 to Master Contract
Date: Tuesday, July 09, 2019 4:02:42 PM
Attachments: [MassDOT - Fast - Amendment No. 2 - Execution Copy.pdf](#)

From: [Boyle, Christopher \(DOT\)](#)
To: [Sarrouf, Thomas \(POL\)](#)
Subject: FW: Springfield report
Date: Tuesday, July 09, 2019 12:41:00 PM
Attachments: [CASE 2018-134-5499-0059 \(REVISED 1\).dotx](#)

From: Walker, Stephen (DOT)
Sent: Wednesday, June 19, 2019 10:34 AM
To: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Subject: Springfield report

From: [Quan, Caroline \(DOT\)](#)
To: [Shackett, Christopher \(DOT\)](#); [Bowes, Tom \(DOT\)](#); [Eaton, Debra \(DOT\)](#)
Cc: [Albertz, David J. \(DOT\)](#)
Subject: RE: Screen Check List+Guidelines.docx
Date: Tuesday, July 09, 2019 7:59:00 AM
Attachments: [Tier 3 Table Follow QA .msg](#)

Good morning everyone,

Please see the attached meeting and spreadsheets of the items that were discussed in the Tier 3 conversion meeting.

This was a discussion specifically about ALARS function screens. Dave and I attended this meeting on 6/20.

I will reach out to Heather and Bill in regards to specifically what Chris will be testing. I am assuming this will be done in MRS?

Best,
Caroline

From: Shackett, Christopher (DOT)
Sent: Monday, July 8, 2019 11:15 AM
To: Bowes, Tom (DOT) <Tom.Bowes@dot.state.ma.us>; Eaton, Debra (DOT) <Debra.Eaton@dot.state.ma.us>; Quan, Caroline (DOT) <Caroline.Quan@dot.state.ma.us>
Subject: FW: Screen Check List+Guidelines.docx

Hi Tom and Deb,

Just wanted to send you a copy of this email. I'm not sure who has been assigned to work on the Conversion Verification for the MRB. We definitely need representation on this for the MRB with regards to Payments, Citation Processing and even Insurance services regarding SDIP issues and claims. I have not been told that I am apart of this but I was on the email and thought you should know.

Please advise.

Chris

From: Skillman, Heather (ATLAS)
Sent: Friday, July 5, 2019 2:38 PM
To: Belcher, Jodie (DOT) <Jodie.Belcher@dot.state.ma.us>; Gurney, Todd (DOT) <Todd.Gurney@dot.state.ma.us>; Castillo, Lina (DOT) <Lina.Castillo@dot.state.ma.us>; Norris, Wendy (DOT) <Wendy.Norris@dot.state.ma.us>; Conti, Lisa (DOT) <Lisa.Conti@dot.state.ma.us>; Shackett, Christopher (DOT) <Christopher.Shackett@dot.state.ma.us>; Cratty, Mea (DOT) <Mea.Cratty@dot.state.ma.us>; Barlow, Mary (DOT) <Mary.Barlow@dot.state.ma.us>; Quimby,

Norma (DOT) <Norma.Quimby@dot.state.ma.us>; Pereira, Christina L. (DOT) <Christina.Pereira@dot.state.ma.us>; Yu, Yan (DOT) <Yan.Yu@dot.state.ma.us>; LaPia, Richard (DOT) <Richard.LaPia@dot.state.ma.us>; Collins, Carl (DOT) <Carl.Collins@dot.state.ma.us>; Ramirez, Jonathan (DOT) <Jonathan.Ramirez@dot.state.ma.us>; Wooten-Benion, Tarsha (DOT) <Tarsha.Wooten-Benion@dot.state.ma.us>; Desisto, Antonio (DOT) <Antonio.DeSisto@dot.state.ma.us>; Moran, Therese (DOT) <Therese.Moran@dot.state.ma.us>; Pellegrini, Beth (DOT) <Beth.Pellegrini@dot.state.ma.us>; Kilrow, KerryAnn (DOT) <KerryAnn.Kilrow@dot.state.ma.us>; Lewis, Julisha (DOT) <Julisha.Lewis@dot.state.ma.us>; Jenkins, Nanette (DOT) <Nanette.Jenkins@dot.state.ma.us>; Lamour, Micassandre (DOT) <Micassandre.Lamour@dot.state.ma.us>; Patton, Chemeika (DOT) <Chemeika.Patton@dot.state.ma.us>; Bryer, Kasey (DOT) <Kasey.K.Bryer@dot.state.ma.us>; Fournier, Stephen (DOT) <Steve.Fournier@dot.state.ma.us>; Cartagena, Benita (DOT) <Benita.Cartagena@dot.state.ma.us>; Delgado-Lemus, Vilma (DOT) <Vilma.Delgado-Lemus@dot.state.ma.us>; Mattacks, Caron J. (DOT) <Caron.Mattacks@dot.state.ma.us>; Hill, Morgan (DOT) <Morgan.Hill@dot.state.ma.us>
Cc: Kassimis, Kristian (DOT) <Kristian.Kassimis@dot.state.ma.us>; Hill, Morgan (DOT) <Morgan.Hill@dot.state.ma.us>; Hesse, John (ATLAS) <John.Hesse@dot.state.ma.us>
Subject: FW: Screen Check List+Guidelines.docx

Hello all,

For those of you participating in Conversion Verification, Bill from the Conversion team has provided the attached document to assist with your efforts. Please review and reach out if you have any questions.

Best,

Heather Skillman
FAST Enterprises, LLC
ATLAS Project

From: Catania, Bill (DOT)
Sent: Friday, July 5, 2019 1:26 PM
To: Skillman, Heather (ATLAS) <Heather.Skillman@dot.state.ma.us>
Subject: Screen Check List+Guidelines.docx

Hi Heather, thank you for having the business testers assist with verification. I notice people were working with different screens lists for ALARS. I reviewed and revised the screen list and attached. I don't have everyone's email so if you would be so kind as to forward to the testers doing verification, that would be greatly appreciated.

Bill

From: [Lavoie, Sara \(DOT\)](#)
Subject: FW: MassDOT EOD
Date: Monday, July 08, 2019 4:38:14 PM

Sara Lavoie
Director of Enforcement Services

From: Riley, Judith (DOT)
Sent: Friday, May 10, 2019 5:16 PM
To: Riley, Judith (DOT)
Subject: MassDOT EOD

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.

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

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<<https://www.mbta.com/projects/better-bus-project/update/board-approves-36-bus-route-updates>>, the original proposals<https://cdn.mbta.com/sites/default/files/projects/betterbus/BBP_Proposals_Accessible_English_Jan2019.pdf>, and informed that the MBTA’s Service Delivery Policy<[https://cdn.mbta.com/sites/default/files/2017-09/About%20the%20T/MBTA%20Service%20Delivery%20Policy%202017%20FINAL\(1\).pdf](https://cdn.mbta.com/sites/default/files/2017-09/About%20the%20T/MBTA%20Service%20Delivery%20Policy%202017%20FINAL(1).pdf)> 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 of 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.

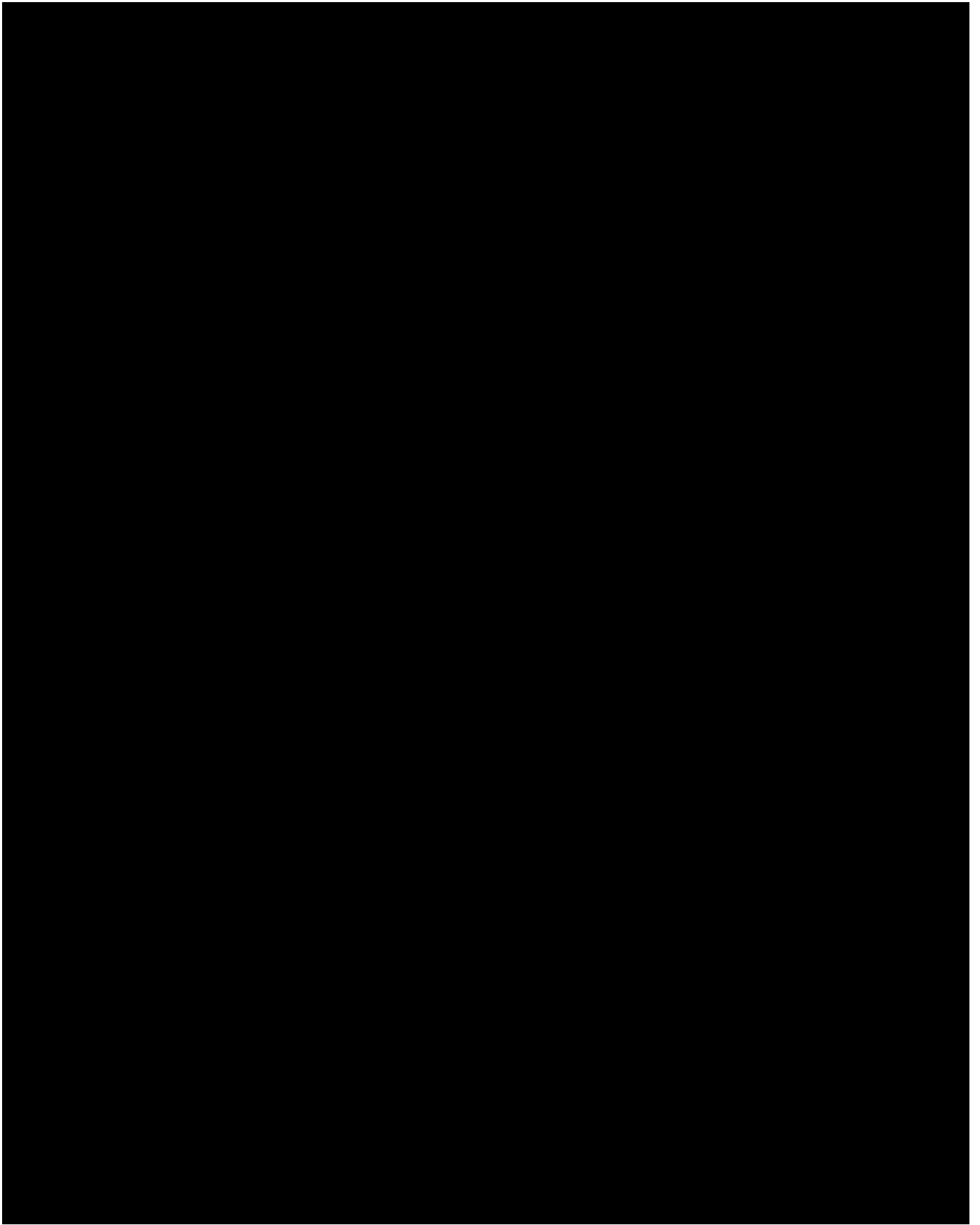
- MassDOT issued an advisory today regarding the I-495 Haverhill Bridge Replacement Project. The advisory states, in part: MassDOT has announced closures of a single left lane on I-495 northbound in Haverhill between exits 48 and 49 between 6:00 a.m. and 1:00 p.m. from Monday, May 13, through Thursday, May 16.

From: [Hill, Andrea L. \(DOT\)](#)
To: [Bondeson, Allen L. \(DOT\)](#); [Nieto, German \(DOT\)](#); [Negah, Shahpar \(DOT\)](#); [Kernan, Eamon \(DOT\)](#); [Chapman, Brian A. \(DOT\)](#); [Yee, Filbert Y. \(DOT\)](#); [Currier, Thomas H. \(DOT\)](#); [Shedd, David G. \(DOT\)](#); [Holland, Shawn S. \(DOT\)](#); [Belov, Aleksey N. \(DOT\)](#); [Reardon, Muazzez G. \(DOT\)](#); [Cash, Lawrence J. \(DOT\)](#)
Cc: [Sen, Gautam \(DOT\)](#)
Subject: FW: MassDOT Daily Online Articles Monday July 8, 2019.docx
Date: Monday, July 08, 2019 12:05:18 PM
Attachments: [MassDOT Daily Online Articles Monday July 8, 2019.docx](#)

From: Jessen, Klark (DOT) <Klark.Jessen@dot.state.ma.us>
Sent: Monday, July 8, 2019 10:25 AM
To: Jessen, Klark (DOT) <Klark.Jessen@dot.state.ma.us>
Subject: MassDOT Daily Online Articles Monday July 8, 2019.docx

Today's MassDOT News.

Klark



From: [Jessen, Klark \(DOT\)](#)
To: [Jessen, Klark \(DOT\)](#)
Subject: MassDOT Daily Online Articles Monday July 8, 2019.docx
Date: Monday, July 08, 2019 10:25:30 AM
Attachments: [MassDOT Daily Online Articles Monday July 8, 2019.docx](#)

Today's MassDOT News.

Klark

From: [REDACTED]
To: [Boyle, Christopher \(DOT\)](#)
Subject: Fwd: Fake license
Date: Monday, July 08, 2019 3:28:05 AM
Attachments: [Image.png](#)
[Image-1.png](#)

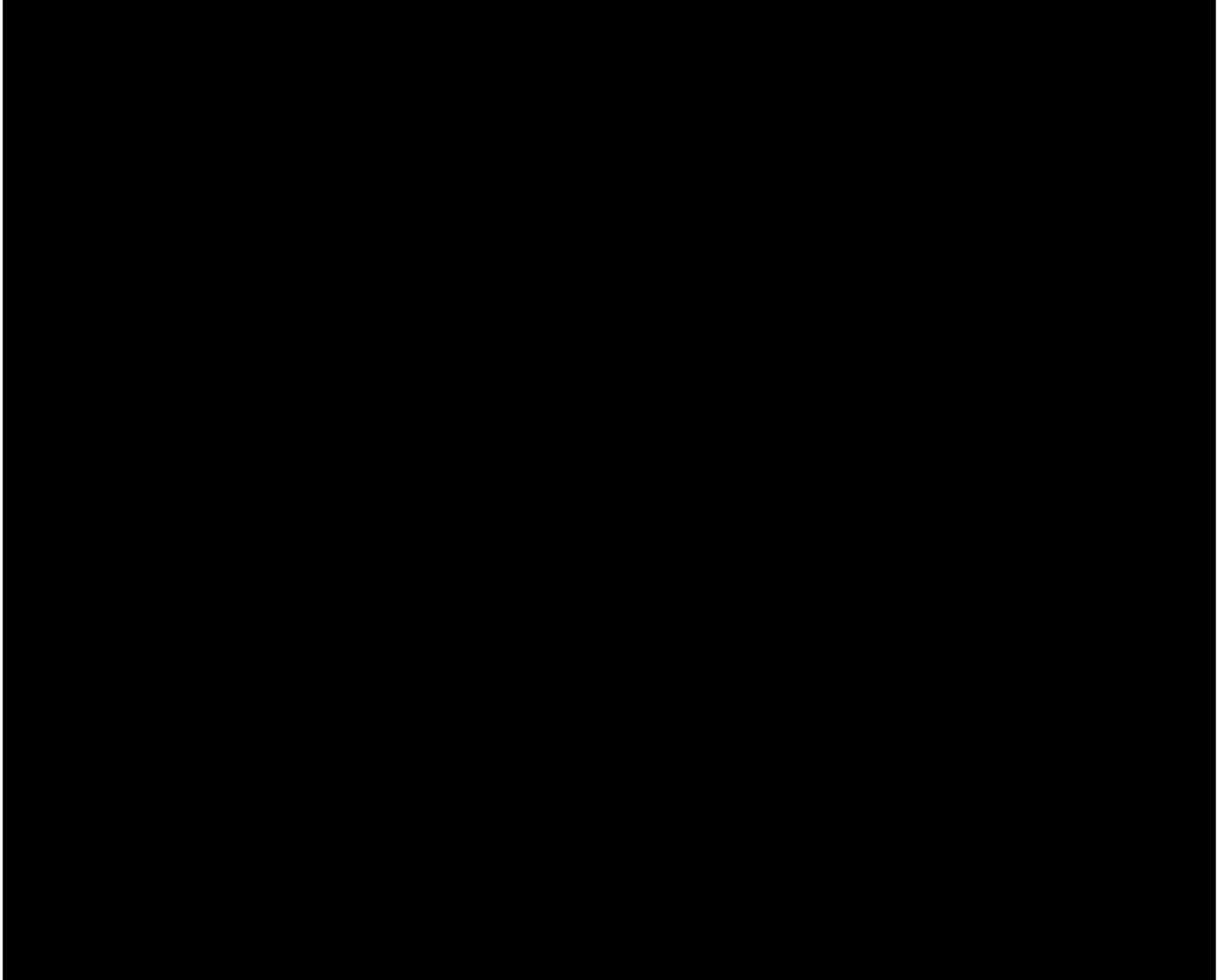
Good morning. Sgt [REDACTED] suggested I send this to you for facial recognition. If the pictures are not clear enough is it possible for me to bring the license in on Wednesday? Thanks for any help you can give me.

Get [Outlook for iOS](#)

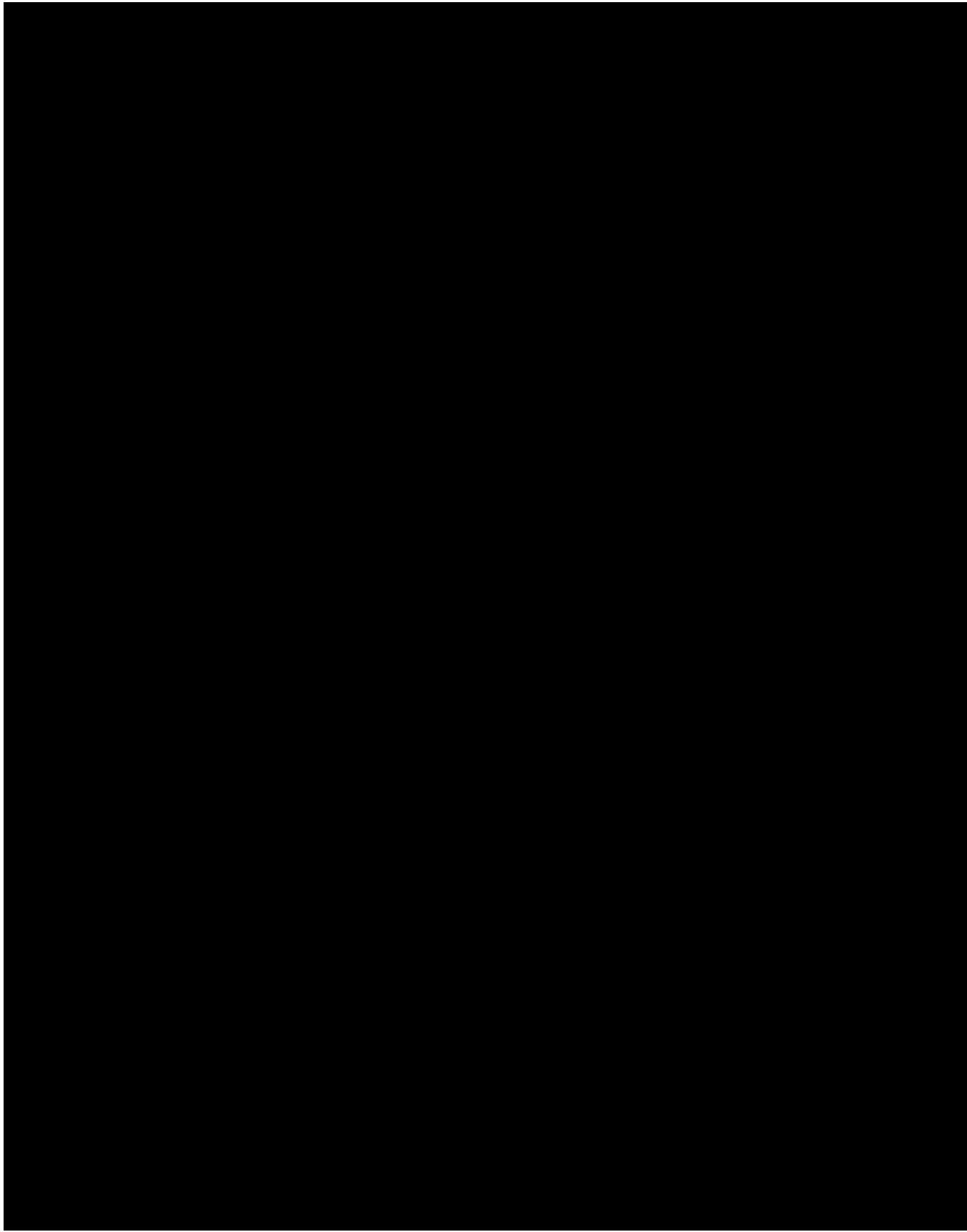
From: [REDACTED]@pol.state.ma.us>
Sent: Friday, July 5, 2019 17:11
To: Lucin, Cristina (POL)
Subject: Fake license

Hello, Tpr [REDACTED] advised me I should contact you about an investigation I have. On 4/3 I stopped a [REDACTED] for speeding. The operator handed a license and rental agreement. I walked back to my cruiser and the operator drove off. The S number doesn't come back to anything. My driver was a [REDACTED] who is pictured on the license. The name on the license comes back to a [REDACTED] with the address on the license. I'm getting conflicting stories from the renter who is a [REDACTED]. Tpr [REDACTED] advised me to contact the fusion center to run the picture.
Thanks for any help you can provide.

[REDACTED]
[REDACTED]
[REDACTED]



... / RA



From: [Boyle, Christopher \(DOT\)](#)
To: [Gawron, Stephen \(POL\)](#)
Cc: [Range, Scott \(POL\)](#); [Thibault, Amy \(POL\)](#)
Subject: Weekly Stats W/E 7/619
Date: Friday, July 05, 2019 2:27:24 PM

Captain,

Weekly FIU stats for week ending 07/06/19:

Facial Recognition stats:

Automated Matches: 4625

Data Errors: 44

Criminal Cases: 5

Agency Assists: 0

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](tel:781-738-7286)



From: [Mason, Christopher \(POL\)](#)
To: [Boyle, Christopher \(DOT\)](#)
Cc: [Quinn, Dermot \(POL\)](#); [Range, Scott \(POL\)](#); [Gawron, Stephen \(POL\)](#)
Subject: Re: FIU Responsibilities
Date: Friday, July 05, 2019 1:44:45 PM

Received. Thank you.

Lt. Colonel Christopher Mason
Deputy Superintendent
Massachusetts State Police

On Jul 5, 2019, at 12:09 PM, Boyle, Christopher (DOT)
<Christopher.P.Boyle@dot.state.ma.us> wrote:

The FIU currently consists of 1 Lieutenant and 4 Troopers.

There are currently 30 RMV service centers across the state.

Every morning FIU Troopers assist with the review of facial recognition “hits”. There is an average of 1000 facial recognition “hits” per day. Every one of these has to be manually reviewed to determine if the “hit” is a data error, potential twins, or an actual criminal case. The FIU averages 8-10 criminal cases per week from facial recognition.

The Troopers on the FIU are also assigned to the HSI Document and Benefit Fraud Task Force. As part of this assignment, FIU Troopers are regularly assisting with pulling RMV documents for HSI investigations, assisting with surveillance, and taking part in take downs.

When the Fusion/Watch Center receives a facial recognition request, the FIU reviews all “hits” and coordinates with the Fusion Center and the State Identification Section.

The FIU regularly receives case referrals or requests for assistance from our own troopers as well as our law enforcement partners. Many of these referrals/requests turn into criminal cases to be investigated by the FIU.

The FIU is responsible for investigating public corruption perpetrated by RMV employees. The FIU is also responsible for investigating license and permit test taking schemes.

The FIU coordinates with Troopers in obtaining undercover licenses.

Respectfully,

Chris

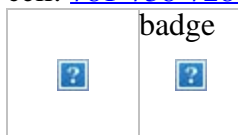
Sergeant Christopher Boyle
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit

[10 Park Plaza, 2nd Floor](#)

[Boston, MA 02116](#)

christopher.p.boyle@dot.state.ma.us

cell: [781-738-7286](tel:781-738-7286)



From: [Boyle, Christopher \(DOT\)](#)
To: [Mason, Christopher \(POL\)](#); [Quinn, Dermot \(POL\)](#); [Range, Scott \(POL\)](#); [Gawron, Stephen \(POL\)](#)
Subject: FIU Responsibilities
Date: Friday, July 05, 2019 12:09:30 PM

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The FIU is responsible for investigating public corruption perpetrated by RMV employees. The FIU is also responsible for investigating license and permit test taking schemes.

The FIU coordinates with Troopers in obtaining undercover licenses.

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](tel:781-738-7286)



From: [Boyle, Christopher \(DOT\)](#)
To: [Commonwealth Fusion Center \(POL\)](#)
Subject: RE: Request
Date: Tuesday, July 02, 2019 11:19:00 AM
Attachments: [Plymouth booking sheet.pdf](#)

Thanks [REDACTED]!!

Could you also run the attached photos through facial rec as well please?

Also, Bristol would like us to send out a facial rec request to New York and New England for facial rec. I forget what states have it now.

Thanks,

Chris

From: Commonwealth Fusion Center (POL)
Sent: Monday, July 1, 2019 6:17 PM
To: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Subject: RE: Request

[REDACTED]

[REDACTED]

From: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Sent: Monday, July 1, 2019 3:46 PM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Subject: Request

Hello everyone,

Could you please run facial rec on the attached photo and any other photos you can find of this subject?

He is a person of interest in a [REDACTED] [REDACTED]. Can you please determine if he is dead, alive, and his location?

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

[REDACTED]
[REDACTED]

Thanks,

Chris

From: [REDACTED]
Sent: Monday, July 1, 2019 3:26 PM
To: Boyle, Christopher (POL) <Christopher.Boyle@pol.state.ma.us>
Subject: FW: [REDACTED]

[REDACTED] [REDACTED]
Sent: Monday, July 1, 2019 2:00 PM
To: [REDACTED] <[\[REDACTED\]@pol.state.ma.us](mailto:[REDACTED]@pol.state.ma.us)>
Subject: Emailing: [REDACTED]

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From: [Lucin, Cristina \(POL\)](#)
To: [DOT-DL-MSP-FraudID](#)
Subject: Update SPEXS Case Checklist
Date: Tuesday, July 02, 2019 10:24:38 AM
Attachments: [State to State Case Checklist.docx](#)

Respectfully,

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

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From: [REDACTED]
To: [Boyle, Christopher \(DOT\)](mailto:Boyle.Christopher(DOT)@dot.state.ma.us)
Subject: Re: Request
Date: Monday, July 01, 2019 8:44:19 PM

Thank you! Facial Rec in other States might be helpful. You are the best thank you. Congrats on tomorrow!

[REDACTED]

> On Jul 1, 2019, at 19:42, Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us> wrote:

>

> Steve,

>

> Please see below. Let me know if you want them to go further.

>

> Boyle

>

> Sergeant Christopher Boyle

> Massachusetts State Police

> Division of Homeland Security and Preparedness

> Fraud Identification Unit

> 10 Park Plaza, 2<x-apple-data-detectors://1/0>nd<x-apple-data-detectors://1/0> Floor<x-apple-data-detectors://1/0>

> Boston, MA 02116<x-apple-data-detectors://1/0>

> christopher.p.boyle@dot.state.ma.us<<mailto:christopher.boyle@state.ma.us>>

> cell: 781-738-7286<tel:781-738-7286>

> [msp_translucent_3][badge]

>

> Begin forwarded message:

>

> From: "Commonwealth Fusion Center (POL)" <fusion@pol.State.MA.US<<mailto:fusion@pol.State.MA.US>>>

> To: "Boyle, Christopher (DOT)"

<Christopher.P.Boyle@dot.state.ma.us<<mailto:Christopher.P.Boyle@dot.state.ma.us>>>

> Subject: RE: Request

>

>

[REDACTED]

[REDACTED]

From: [Boyle, Christopher \(DOT\)](#)
To: [Commonwealth Fusion Center \(POL\)](#)
Subject: Re: Request
Date: Monday, July 01, 2019 7:45:18 PM

Thanks [REDACTED]. I'll let you know what Bristol wants to do.

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](tel:781-738-7286)



On Jul 1, 2019, at 6:16 PM, Commonwealth Fusion Center (POL) <fusion@pol.state.ma.us> wrote:

[REDACTED]

[REDACTED]

[REDACTED] 3

From: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Sent: Monday, July 1, 2019 3:46 PM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Subject: Request

Hello everyone,

Could you please run facial rec on the attached photo and any other photos you can find of this subject?

[REDACTED]

Can you please determine if he is dead, alive, and his location?

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

[REDACTED]
[REDACTED]

Thanks,

Chris

From: [REDACTED]
Sent: Monday, July 1, 2019 3:26 PM
To: Boyle, Christopher (POL) <Christopher.Boyle@pol.state.ma.us>
Subject: FW: [REDACTED]

From: [REDACTED]
Sent: Monday, July 1, 2019 2:00 PM
To: [REDACTED] <[\[REDACTED\]@pol.state.ma.us](mailto:[REDACTED]@pol.state.ma.us)>
Subject: Emailing: [REDACTED]

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Sent: Monday, July 1, 2019 3:46 PM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Subject: Request

Hello everyone,

Could you please run facial rec on the attached photo and any other photos you can find of this subject?

[REDACTED]
Can you please determine if he is dead, alive, and his location?

[REDACTED]

[REDACTED]

Thanks,

Chris

From: [REDACTED]
Sent: Monday, July 1, 2019 3:26 PM
To: Boyle, Christopher (POL) <Christopher.Boyle@pol.state.ma.us>
Subject: FW: [REDACTED]

From: [REDACTED]
Sent: Monday, July 1, 2019 2:00 PM
To: [REDACTED] <[\[REDACTED\]@pol.state.ma.us](mailto:[REDACTED]@pol.state.ma.us)>
Subject: Emailing: DR_ [REDACTED]

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From: [Commonwealth Fusion Center \(POL\)](#)
To: [Boyle, Christopher \(DOT\)](#)
Subject: RE: Request
Date: Monday, July 01, 2019 6:16:37 PM
Attachments: [Redacted]

[Redacted]

[Redacted]

From: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Sent: Monday, July 1, 2019 3:46 PM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Subject: Request

Hello everyone,

Could you please run facial rec on the attached photo and any other photos you can find of this subject?

[Redacted] Can you please determine if he is dead, alive, and his location?

[Redacted]

[REDACTED]
[REDACTED]

Thanks,

Chris

From: [REDACTED]
Sent: Monday, July 1, 2019 3:26 PM
To: Boyle, Christopher (POL) <Christopher.Boyle@pol.state.ma.us>
Subject: FW: Emailing: [REDACTED] 6

From: [REDACTED]
Sent: Monday, July 1, 2019 2:00 PM
To: [REDACTED] <[\[REDACTED\]@pol.state.ma.us](mailto:[REDACTED]@pol.state.ma.us)>
Subject: Emailing: [REDACTED]

This e-mail message is generated from the Office of the Bristol County District Attorney and contains information that is confidential and may be privileged as an attorney/client communication or as attorney work product. The information is intended to be disclosed solely to the addressee(s). If you are not the intended recipient, be aware that any disclosure, copying, distribution or use of the contents of this email information is prohibited. If you have received this email in error, please notify the sender by return email and delete it from your computer system.

From: [Curran, Kathy](#)
To: [Riley, Judith \(DOT\)](#)
Cc: [Goddard, Jacquelyn \(DOT\)](#)
Subject: RE: Dominican imposter with MA Real ID compliant license
Date: Monday, July 01, 2019 11:48:30 AM

Hi Judi and Jacque,

I'm following up on this question. Can you tell us what state's are now the 25 signed on to the state to state program?

Thank you,
Kathy

Kathy Curran
Investigative Reporter- 5 Investigates
WCVB-TV
@KathyReports
(781)433-4579

From: Riley, Judith Reardon (DOT) [mailto:judith.reardon.riley@state.ma.us]
Sent: Wednesday, June 26, 2019 11:31 AM
To: Curran, Kathy <kcurran@hearst.com>
Cc: Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>
Subject: RE: Dominican imposter with MA Real ID compliant license

Hi Kathy,

I have received this request.

Thanks,

Judi

From: Curran, Kathy <kcurran@hearst.com>
Sent: Wednesday, June 26, 2019 11:15 AM
To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>
Cc: Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>
Subject: RE: Dominican imposter with MA Real ID compliant license

Hi Judi and Jacque,

Can you tell me what state's have signed on to the state to state program?

Thank you,
Kathy

Kathy Curran
Investigative Reporter- 5 Investigates
WCVB-TV
@KathyReports
(781)433-4579

From: Riley, Judith Reardon (DOT) [<mailto:judith.reardon.riley@state.ma.us>]
Sent: Monday, June 24, 2019 6:08 PM
To: Curran, Kathy <kcurran@hearst.com>
Cc: Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>
Subject: Dominican imposter with MA Real ID compliant license

Hi Kathy,

Please note from the Registrar: The State-to-State Program identifies if the identity is used in any of the participating jurisdictions.

I would refer you to law enforcement on the other question.

Thanks,

Judi

From: Curran, Kathy <kcurran@hearst.com>
Sent: Monday, June 24, 2019 4:43 PM
To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>
Cc: Rothstein, Kevin <krothstein@hearst.com>; Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>
Subject: RE: Dominican imposter with MA Real ID compliant license

Thank you. Just a few follow-up questions.

Was this case referred to state police for investigation and prosecution? This was an identity from Puerto Rico and Puerto Rico doesn't participate in state to

state so how was state to state used?

Kathy Curran
Investigative Reporter- 5 Investigates
WCVB-TV
@KathyReports
(781)433-4579

From: Riley, Judith Reardon (DOT) [<mailto:judith.reardon.riley@state.ma.us>]
Sent: Monday, June 24, 2019 4:40 PM
To: Curran, Kathy <kcurran@hearst.com>
Cc: Rothstein, Kevin <krothstein@hearst.com>; Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>
Subject: Dominican imposter with MA Real ID compliant license

Hi Kathy,

Please find below information concerning your inquiry.

"Through its participation in the State-to-State fraud prevention program, the Registry was notified of the fraudulent use of this identity, and suspended the individual's license in March 2019. The Registry is currently reviewing the transaction through which this individual was issued a license."

On background:

A REAL ID credential was issued to this individual on June 27, 2018.

In March 2019, the Registry learned, through its participation in the State-to-State (S2S) Program that is intended to ensure that individuals hold only 1 license and prevent against the fraudulent use of identities, that credentials with similar demographics had been identified in two other S2S jurisdictions. At that time, the RMV worked with its State Police partners to review the customer's documents supplied during the application process and to review the results received from the Program. As a result of this review, the Registry suspended the Massachusetts credential under the Complaint Fraudulent License (CFL) process.

- All customers seeking a learner's permit, driver's license or ID from the Registry of Motor Vehicles are required to provide documents proving their U.S. citizenship or lawful presence in the United States. This requirement applies to renewal customers as well and presents additional opportunities to identify customers who have engaged in fraudulent practices in the past when the RMV did not have the current level of fraud detection and prevention tools available to it.
- The RMV electronically verifies those documents and customer information through federal and state systems, which include checks against several state and federal databases to confirm

authenticity of documents. Additionally, the RMV uses document authentication technology to scan the security features of identification documents provided by applicants and facial recognition software to prevent fraud.

- The RMV began participating in the S2S Program in March 2018. The Program compares demographic information of license and ID card holders in the 25 participating states.
- Based on the recommendation of the Department of Homeland Security, the Registry only accepts birth certificates from Puerto Rico if they were issued on or after July, 1, 2010.

Thanks,

Judi

From: Curran, Kathy <kcurran@hearst.com>
Sent: Monday, June 24, 2019 4:33 PM
To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>; Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>
Cc: Rothstein, Kevin <krothstein@hearst.com>
Subject: RE: Dominican imposter with MA Real ID compliant license

Hi Jacque and Judi,

I'm circling back on the questions below.

Thank you,
Kathy

Kathy Curran
Investigative Reporter- 5 Investigates
WCVB-TV
@KathyReports
(781)433-4579

From: Riley, Judith Reardon (DOT) [<mailto:judith.reardon.riley@state.ma.us>]
Sent: Monday, June 24, 2019 11:09 AM
To: Curran, Kathy <kcurran@hearst.com>
Subject: RE: Dominican imposter with MA Real ID compliant license

Thank you. What is your deadline?

From: Curran, Kathy <kcurran@hearst.com>
Sent: Monday, June 24, 2019 10:59 AM
To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>
Subject: Fwd: Dominican imposter with MA Real ID compliant license

Kathy Curran
5 Investigates
@kathyreports
781-433-4579

Sent from my iPhone

Begin forwarded message:

From: "Curran, Kathy" <kcurran@hearst.com>
Date: June 24, 2019 at 10:16:17 AM EDT
To: "Goddard, Jacquelyn (DOT)" <jacquelyn.goddard@state.ma.us>
Cc: "Curran, Kathy" <kcurran@hearst.com>, "Rothstein, Kevin" <krathstein@hearst.com>
Subject: Dominican imposter with MA Real ID compliant license

Good Morning Jacque and Judi,

A man by the name of [REDACTED] was arrested in a fentanyl bust in Salem Friday. He was issued a MA license on [REDACTED]. His DOB is [REDACTED]. It looks like the Registry revoked his license in March. Can you tell us which registry issued this license? What the license was revoked for? If it was revoked due to fraud did the RMV refer the case to law enforcement?

The man's true identity is [REDACTED]

Thank you,
Kathy

Kathy Curran
Investigative Reporter- 5 Investigates

WCVB-TV

@KathyReports

(781)433-4579

From: [Grew, Matthew \(DOT\)](#)
To: [Palladino, Edward \(DOT\)](#); [Fielding, Daniel \(DOT\)](#); [Kersten, James A. \(DOT\)](#); [Zazzera, Kathryn \(DOT\)](#); [Bosworth, Scott \(DOT\)](#); [Tynes, Julian \(DOT\)](#); [Breen, Marie \(DOT\)](#)
Subject: FW: AFTERNOON BRIEFS: WORKERS' COMP DRUG COSTS | FACIAL RECOGNITION BAN
Date: Friday, June 28, 2019 2:24:22 PM

From: State House News Service
Sent: Friday, June 28, 2019 2:24:06 PM (UTC-05:00) Eastern Time (US & Canada)
To: State House News Service
Subject: AFTERNOON BRIEFS: WORKERS' COMP DRUG COSTS | FACIAL RECOGNITION BAN



AFTERNOON BRIEFS: WORKERS' COMP DRUG COSTS | FACIAL RECOGNITION BAN

STATE HOUSE NEWS SERVICE

- REPORT: DRUG COSTS FALL IN WORKERS' COMP CASES
- SOMERVILLE BANS GOVERNMENT USE OF FACE RECOGNITION

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From: [Steier, Paul](#)
Subject: AAMVA Fraud Awareness Call Meeting Notes from June 20 and July 31 Meeting Invitation
Date: Friday, June 28, 2019 1:38:07 PM
Attachments: [AAMVA Fraud Awareness Call Notes June 20, 2019.pdf](#)
[ON LINE MCO FRAUD INVESTIGATIONS NICB Herb Price.pdf](#)

Hello:

Attached are the meeting notes from the June 20 fraud awareness call along with presentation information. Thanks to everyone who participated on this very informative call.

Our next fraud awareness call is scheduled for *Wednesday July 31 @ 12:00 pm CST*. This call will be in a webinar format and the meeting registration details are listed below. **You must register for the call to obtain calling instructions.**

Let me know if you want additional staff invited to these calls or would like to share information on a future call. Have a great weekend!

AAMVA Fraud Call Registration Information

Please register for the AAMVA Fraud Awareness Call scheduled for July 31, 2019 by clicking the link below:

<https://attendee.gotowebinar.com/register/4822787152234117890>

Products and services offered by AAMVA members are vulnerable to fraud attacks from many different sources. Being vigilant and aware of fraud trends and sharing information and insight with fellow members is important to maintaining a strong fraud deterrence and detection program. The monthly fraud awareness call allows members an opportunity to share information related to fraud occurring within their jurisdiction, provides resources and tools to bolster their fraud prevention programs, and allows for collaboration among jurisdictions and federal partners.

This webinar is intended for law enforcement officers, DMV investigators, jurisdiction administrators, and jurisdiction staff who develop and implement fraud deterrence and prevention programs.

After registering, you will receive a confirmation email containing information about joining the webinar.

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Paul Steier | Law Enforcement Program Manager | AAMVA | 703.270.8932 | psteier@aamva.org
| 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: [Boyle, Christopher \(DOT\)](#)
To: [Gawron, Stephen \(POL\)](#)
Cc: [Range, Scott \(POL\)](#); [Thibault, Amy \(POL\)](#)
Subject: FIU Weekly Stats 6.29.19
Date: Friday, June 28, 2019 11:10:00 AM
Attachments: [image001.png](#)

Captain,

Weekly FIU stats for week ending 06/29/19:

Arrests: 6

1 State Warrant for Trafficking Cocaine

5 Federal Arrest Warrants for Aggravated Identity Theft and Misuse of SSN (Operation Double Trouble 2)

The FIU received 3 new State To State referral to be investigated.

The FIU received 2 requests from local, state, and federal agencies for RMV documents in regards to on-going investigations.

The FIU replied to and assisted with 1 Facial Recognition request from the Fusion Center.

Tpr Thompson has been assigned 4 background investigations for the 85th R.T.T. that are due in less than a month so he is working on those full time.

Tpr Malhotra continues to work full time on Facial Recognition due to a shortage of civilian RMV employees.

Facial Recognition stats:

Automated Matches: 5173

Data Errors: 73

Criminal Cases: 15

Agency Assists: 0

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

cell: 781-738-7286



From: [Lucin, Cristina \(POL\)](#)
To: [DOT-DL-MSP-FraudID](#)
Subject: State to State (SPEXS) Checklist
Date: Friday, June 28, 2019 11:08:55 AM
Attachments: [State to State Case Checklist.docx](#)

See attached.

Respectfully,

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

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From: [Ariely, Michael \(DOT\)](#)
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: [REDACTED]
Date: Friday, June 28, 2019 9:19:00 AM
Attachments: [image001.png](#)

Hello, I am currently working in our Facial Recognition Unit and can be reached at 857-368-8606 this morning.

From: [REDACTED]@Townofgb.org]
Sent: Wednesday, June 26, 2019 3:12 PM
To: Ariely, Michael (DOT)
Cc: [REDACTED]
Subject: RE: [REDACTED]

Hello Michael,

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

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

[REDACTED]

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

From: Ariely, Michael (DOT) [mailto:michael.ariely2@state.ma.us]
Sent: Friday, June 7, 2019 2:00 PM
To: [REDACTED]@Townofgb.org>

Cc: [REDACTED]
Subject: RE: [REDACTED]

Helen this looks. Good. Waiting for the originals.

Michael Ariely
Supervisor of Enforcement Services
Massachusetts Department of Transportation / RMV Division
RMV Enforcement Services
10 Park Plaza, Rm 2310
Boston, MA 02116

Mailing Address:
RMV ENFORCEMENT SERVICES
P.O. Box 55889
Boston, MA 02205

Direct: (857) 368-8601
Main Line: (857) 368-9500
Fax: (857) 368-0649
michael.ariely@state.ma.us



From: [REDACTED]@Townofgb.org]
Sent: Thursday, June 6, 2019 1:44 PM
To: Ariely, Michael (DOT)
Cc: [REDACTED]
Subject: RE: [REDACTED]

Hello Michael,

I think I now have all my paperwork together, per copies attached.
Could you please let me know where I should be sending the originals.
Is it to The Commonwealth of Massachusetts, Operational Services Division, Office of Vehicle Management ?????
I **Need Physical Address Please.** Or is there another division that I should be sending them to?
I would greatly appreciate your assistance. Thank you.

[REDACTED]
[REDACTED]

[Redacted]

From: Ariely, Michael (DOT) [<mailto:michael.ariely2@state.ma.us>]
Sent: Friday, May 24, 2019 3:49 PM
To: [Redacted]@Townofgb.org>
Cc: [Redacted]
Subject: RE: [Redacted]
Importance: High

Hi Helen,

I need:

1. [Redacted]

Please let me know if you have any questions.

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



From: [REDACTED]@Townofgb.org]
Sent: Friday, May 24, 2019 1:56 PM
To: Ariely, Michael (DOT)
Cc: [REDACTED]
Subject: RE: [REDACTED]

Hello Michael,

First, thank you for speaking with me.

[REDACTED]

[REDACTED]

From: [Dionne, Robert \(DOT\)](#)
To: [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#); [Mulcahy, Sheila \(DOT\)](#)
Subject: FW: DOT - Active (Open) Req Details
Date: Friday, June 28, 2019 7:02:01 AM
Attachments: [DOT - Active \(Open\) Requisition Detail.xlsx](#)

From: Oracle Business Intelligence
Sent: Friday, June 28, 2019 7:00:35 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: [Greene, Joel \(DOT\)](#)
To: [Nordsiek, Stefan \(DOT\)](#)
Subject: FW: US Attorney's Cyber Weekly Thursday 27 JUN 2019
Date: Thursday, June 27, 2019 5:04:03 PM
Attachments: [Cyber Weekly Summary 27 JUN 2019.doc](#)

From: Thomas, Paul
Sent: Thursday, June 27, 2019 5:03:21 PM (UTC-05:00) Eastern Time (US & Canada)
To: issecurity.dl-mtn@imc4.ems.lmco.com
Subject: FW: US Attorney's Cyber Weekly Thursday 27 JUN 2019

From: Pires, Brian (USARI) <Brian.Pires@usdoj.gov>
Sent: Thursday, June 27, 2019 4:28 PM
To: Weisman, Aaron (USARI) <Aaron.Weisman@usdoj.gov>; Myrus, Richard (USARI) <Richard.Myrus@usdoj.gov>; Ferland, William (USARI) <William.Ferland@usdoj.gov>; Hebert, Sandra (USARI) <Sandra.Hebert@usdoj.gov>; Daly, Paul (USARI) 2 <Paul.Daly@usdoj.gov>; Donnelly, Terrence (USARI) <Terrence.Donnelly@usdoj.gov>
Subject: EXTERNAL: US Attorney's Cyber Weekly Thursday 27 JUN 2019

Please find the *Cyber Weekly*, an open source compendium of cybersecurity related articles shared to enhances situational awareness and foster collaboration across the cyber domain.

R/S,

Brian J. Pires
National Security Specialist
Law Enforcement Coordinator
US Attorney's ATAC
District of Rhode Island
(401) 714-4284

From: [Boyle, Christopher \(DOT\)](#)
To: [REDACTED]
Subject: RE: Possible Fraudulent Identity
Date: Thursday, June 27, 2019 12:13:08 PM

The FIU had a case on [REDACTED] in 2017. Both records were revoked for fraudulent activity.

Chris

From: Commonwealth Fusion Center (POL)
Sent: Wednesday, June 26, 2019 5:15 PM

To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: Possible Fraudulent Identity

Good afternoon. [REDACTED] from the Nebraska Motor Vehicle Fraud Unit called the Watch Center on 6/26/19. [REDACTED]

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

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

From: [REDACTED]
To: [REDACTED]
Subject: RE: Possible Fraudulent Identity
Date: Thursday, June 27, 2019 11:05:07 AM
Attachments: [REDACTED]

Good morning,

I am unable to find additional information other than what is listed on [REDACTED]
[REDACTED].

I saw three [REDACTED]
[REDACTED]

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

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From: [REDACTED]
Sent: Thursday, June 27, 2019 5:07 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: Fw: Possible Fraudulent Identity

Good Morning Jackie, can you check for prints on this individual, altered or not?
Thanks,

[REDACTED]
[REDACTED]

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From: Commonwealth Fusion Center (POL)
Sent: Wednesday, June 26, 2019 5:14 PM
To: [REDACTED]
[REDACTED]

Subject: Possible Fraudulent Identity

Good afternoon. [REDACTED] from the Nebraska Motor Vehicle Fraud Unit called the Watch Center on 6/26/19. [REDACTED]

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

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

From: [REDACTED]
To: [Walker, Stephen \(DOT\); MSP-DL - Facial Rec ES](#)
Subject: RE: Request
Date: Thursday, June 27, 2019 8:52:55 AM
Attachments: [REDACTED]

Tpr. Walker,

Facial Recognition was conducted on the below image. No matches were found

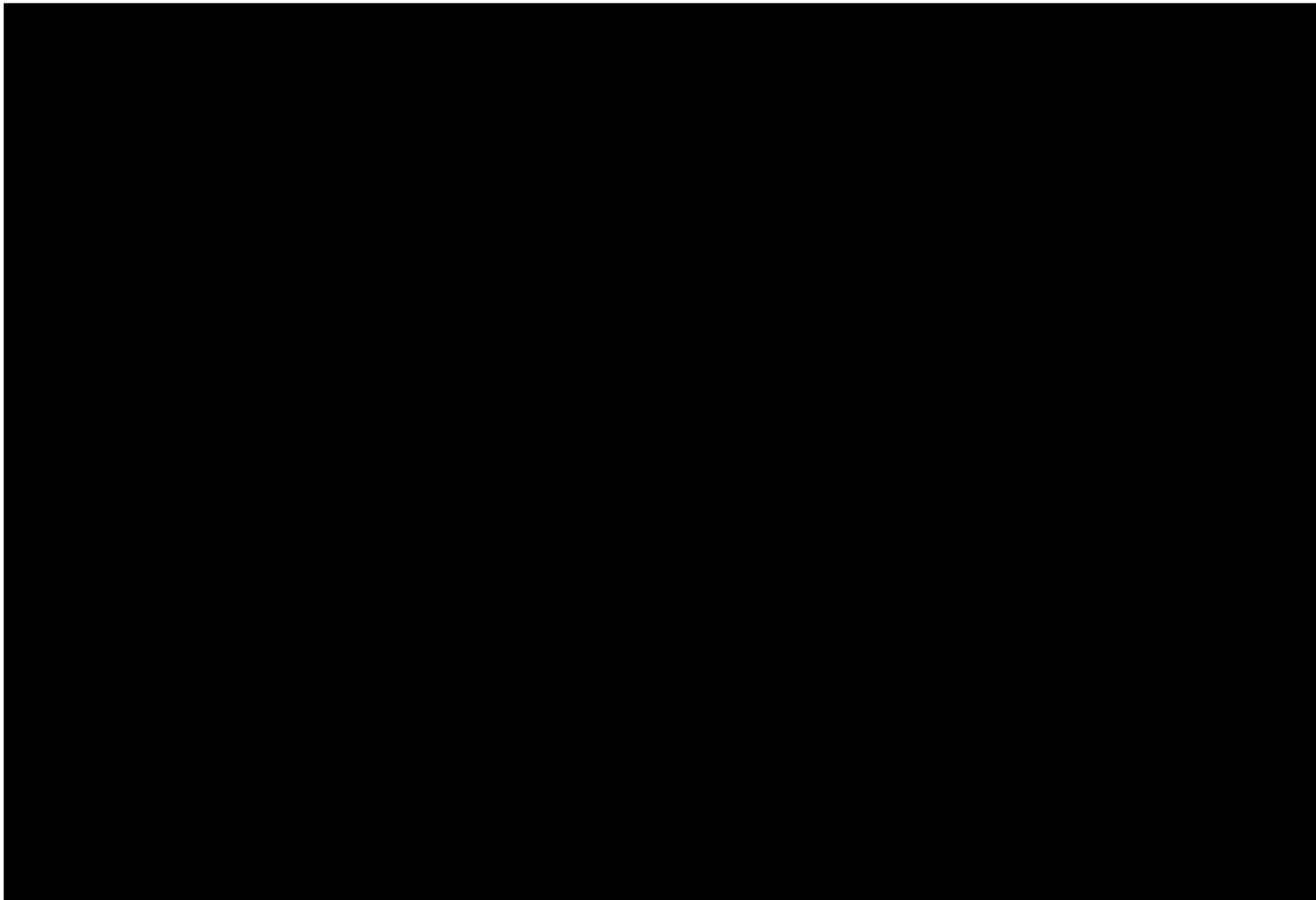
Respectfully,

Tpr. James M. Thompson #3890
Massachusetts State Police
Fraud Identification Unit
10 Park Plaza 2nd floor
Boston, MA 02116
Office: (857) 368-9500
Desk: (857) 368-8613
Cell: (857)-324-0410
Fax: (857) 368-0649



From: [REDACTED]
Sent: Thursday, June 27, 2019 8:12 AM
To: MSP-DL - Facial Rec ES
Subject: Request

Please check this person right away.



Respectfully,



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Sent from my iPhone

From: [Dionne, Robert \(DOT\)](#)
To: [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#); [Mulcahy, Sheila \(DOT\)](#)
Subject: FW: DOT - Active (Open) Req Details
Date: Thursday, June 27, 2019 7:02:09 AM
Attachments: [DOT - Active \(Open\) Requisition Detail.xlsx](#)

From: Oracle Business Intelligence
Sent: Thursday, June 27, 2019 7:00:40 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: Possible Fraudulent Identity

Date: Wednesday, June 26, 2019 5:14:46 PM

Attachments: [Redacted]

Good afternoon. [Redacted] from the Nebraska Motor Vehicle Fraud Unit called the Watch Center on 6/26/19. [Redacted]

[Redacted]

[Redacted]

From: [REDACTED]
To: [Malhotra, Danish \(DOT\)](#)
Subject: RE: TEST FR Request
Date: Wednesday, June 26, 2019 4:47:46 PM

Thx!

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

[REDACTED]
[REDACTED]

From: Malhotra, Danish (DOT)
Sent: Wednesday, June 26, 2019 4:23 PM
To: [REDACTED]
Subject: RE: TEST FR Request

Sorry sir, FR did not return any possible matches.

Respectfully Submitted,

Tpr. Danny Malhotra #3642
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza 2nd Floor
Boston, MA 02116
danish.malhotra2@dot.state.ma.us
Office: (857) 368-9500
Desk: (857) 368-8622
Cell: (857)-324-0411
Fax: (857) 368-0649

From: [REDACTED]
Sent: Tuesday, June 25, 2019 3:15 PM
To: Malhotra, Danish (DOT)
Subject: RE: TEST FR Request

Hi TPR,

Thanks for your assistance. Looking for facial recognition for this guy we spoke about. I may need to drop by with the physical photo I have from [REDACTED]

[REDACTED]

[REDACTED]

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

[REDACTED]
[REDACTED]

From: Malhotra, Danish (DOT)
Sent: Tuesday, June 25, 2019 3:08 PM
To: [REDACTED]
Subject: TEST FR Request

Respectfully Submitted,

***Tpr. Danny Malhotra #3642
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza 2nd Floor
Boston, MA 02116
danish.malhotra2@dot.state.ma.us
Office: (857) 368-9500
Desk: (857) 368-8622
Cell: (857)-324-0411
Fax: (857) 368-0649***

From: [Malhotra, Danish \(DOT\)](#)
To: [REDACTED]
Subject: RE: TEST FR Request
Date: Wednesday, June 26, 2019 4:23:00 PM

Sorry sir, FR did not return any possible matches.

Respectfully Submitted,

***Tpr. Danny Malhotra #3642
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza 2nd Floor
Boston, MA 02116
danish.malhotra2@dot.state.ma.us
Office: (857) 368-9500
Desk: (857) 368-8622
Cell: (857)-324-0411
Fax: (857) 368-0649***

From: [REDACTED]
Sent: Tuesday, June 25, 2019 3:15 PM
To: Malhotra, Danish (DOT)
Subject: RE: TEST FR Request

Hi TPR,

Thanks for your assistance. Looking for facial recognition for this guy we spoke about. I may need to drop by with the physical photo I have from [REDACTED]

[REDACTED]

[REDACTED]

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

[REDACTED]
[REDACTED]

From: Malhotra, Danish (DOT)
Sent: Tuesday, June 25, 2019 3:08 PM
To: [REDACTED]
Subject: TEST FR Request

Respectfully Submitted,

Tpr. Danny Malhotra #3642
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza 2nd Floor
Boston, MA 02116
danish.malhotra2@dot.state.ma.us
Office: (857) 368-9500
Desk: (857) 368-8622
Cell: (857)-324-0411
Fax: (857) 368-0649

From: [Lucin, Cristina \(POL\)](#)
To: [Boyle, Christopher \(DOT\)](#); [Lucin, Cristina \(DOT\)](#); [Lucin, Cristina \(POL\)](#); [Malhotra, Danish \(DOT\)](#); [Thompson, James \(DOT\)](#); [Walker, Stephen \(DOT\)](#)
Subject: SPEXS case checklist
Date: Wednesday, June 26, 2019 3:23:28 PM
Attachments: [State to State Case Checklist.docx](#)

Please take a look and make any suggestions/feedback

Respectfully,

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

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From: [Lucin, Cristina \(POL\)](#)
To: [Boyle, Christopher \(DOT\)](#)
Subject: SPEXS checklist
Date: Wednesday, June 26, 2019 1:53:31 PM
Attachments: [State to State Case Checklist.docx](#)

Please review and revise.

Respectfully,

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

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From: [Macdonald, Alan \(DOT\)](#)
To: [Crispin, Susan \(DOT\)](#)
Subject: RE: Names of 23 states in state to state
Date: Wednesday, June 26, 2019 1:30:00 PM
Attachments: [image001.png](#)

Thank you.

From: Crispin, Susan (DOT) <Susan.Crispin@dot.state.ma.us>
Sent: Wednesday, June 26, 2019 1:26 PM
To: Macdonald, Alan (DOT) <alan.macdonald@dot.state.ma.us>
Subject: RE: Names of 23 states in state to state

The S2S States are below. However, CT is not part of S2S yet. The notified us via CDLIS due to the customer holding a CDL license.

Participating Jurisdictions

- [Alaska](#) (January 30, 2017)
 - [Arizona](#) (February 27, 2017)
 - [Arkansas](#) (June 6, 2016)
 - [Delaware](#) (December 19, 2016)
 - [Idaho](#) (August 22, 2016)
 - [Iowa](#) (May 23, 2016)
 - [Indiana](#) (February 15, 2016)
 - [Louisiana](#) (October 17, 2018)
 - [Maryland](#) (February 1, 2016)
 - [Massachusetts](#) (March 26, 2018)
 - [Mississippi](#) (April 8, 2019)
 - [Missouri](#) (March 25, 2019)
 - [Nebraska](#) (October 17, 2016)
 - [New Mexico](#) (June 18, 2018)
 - [North Carolina](#) (February 25, 2019)
 - [North Dakota](#) (November 16, 2015)
 - [Pennsylvania](#) (May 21, 2018)
 - [Rhode Island](#) (June 3, 2019)
 - [South Dakota](#) (October 3, 2016)
 - [Tennessee](#) (March 5, 2018)
 - [Utah](#) (January 28, 2019)
 - [Virginia](#) (December 5, 2016)
 - [Washington](#) (September 4, 2018)
 - [Wisconsin](#) (August 10, 2015)
 - [Wyoming](#) (November 21, 2016)
-

Susan Crispin
Program Coordinator
Motor Carrier Safety Improvement Act
CDL Unit/SPEXS/CDLIS Helpdesk Supervisor
MASSDOT/RMV
Driver Licensing
857-368-7263



From: Macdonald, Alan (DOT)
Sent: Wednesday, June 26, 2019 12:33 PM
To: Crispin, Susan (DOT)
Subject: Fwd: Names of 23 states in state to state

Susan, would you please get me the list of these states ASAP as requested?
Thanks.
A

Begin forwarded message:

From: "Goddard, Jacquelyn (DOT)" <Jacquelyn.Goddard@dot.state.ma.us>
Date: June 26, 2019 at 12:21:45 PM EDT
To: "Macdonald, Alan (DOT)" <alan.macdonald@dot.state.ma.us>
Cc: "Garrity, Rob (DOT)" <Rob.Garrity@dot.state.ma.us>, "Riley, Judith Reardon (DOT)" <judith.reardon.riley@state.ma.us>, "Finlaw, Sarah (GOV)" <sarah.finlaw@MassMail.State.MA.US>
Subject: Names of 23 states in state to state

Good afternoon Alan,
Please note below.
Ch. 5 is asking for the state's in the 23 state agreement to share info state to state.
Please continue to seek that information for our office in addition to the other questions.
Thanks,
Jacque

From: Curran, Kathy [<mailto:kcurran@hearst.com>]
Sent: Wednesday, June 26, 2019 11:15 AM
To: Riley, Judith (DOT)
Cc: Goddard, Jacquelyn (DOT)
Subject: RE: Dominican imposter with MA Real ID compliant license

Hi Judi and Jacque,

Can you tell me what state's have signed on to the state to state program?

Thank you,
Kathy

Kathy Curran
Investigative Reporter- 5 Investigates
WCVB-TV
@KathyReports
(781)433-4579

From: Riley, Judith Reardon (DOT) [<mailto:judith.reardon.riley@state.ma.us>]
Sent: Monday, June 24, 2019 6:08 PM
To: Curran, Kathy <kcurran@hearst.com>
Cc: Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>
Subject: Dominican imposter with MA Real ID compliant license

Hi Kathy,

Please note from the Registrar: The State-to-State Program identifies if the identity is used in any of the participating jurisdictions.

I would refer you to law enforcement on the other question.

Thanks,

Judi

From: Curran, Kathy <kcurran@hearst.com>
Sent: Monday, June 24, 2019 4:43 PM
To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>
Cc: Rothstein, Kevin <krothstein@hearst.com>; Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>
Subject: RE: Dominican imposter with MA Real ID compliant license

Thank you. Just a few follow-up questions.

Was this case referred to state police for investigation and

prosecution? This was an identity from Puerto Rico and Puerto Rico doesn't participate in state to state so how was state to state used?

Kathy Curran
Investigative Reporter- 5 Investigates
WCVB-TV
@KathyReports
(781)433-4579

From: Riley, Judith Reardon (DOT) [<mailto:judith.reardon.riley@state.ma.us>]
Sent: Monday, June 24, 2019 4:40 PM
To: Curran, Kathy <kcurran@hearst.com>
Cc: Rothstein, Kevin <krothstein@hearst.com>; Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>
Subject: Dominican imposter with MA Real ID compliant license

Hi Kathy,

Please find below information concerning your inquiry.

"Through its participation in the State-to-State fraud prevention program, the Registry was notified of the fraudulent use of this identity, and suspended the individual's license in March 2019. The Registry is currently reviewing the transaction through which this individual was issued a license."

On background:

A REAL ID credential was issued to this individual on June 27, 2018.

In March 2019, the Registry learned, through its participation in the State-to-State (S2S) Program that is intended to ensure that individuals hold only 1 license and prevent against the fraudulent use of identities, that credentials with similar demographics had been identified in two other S2S jurisdictions. At that time, the RMV worked with its State Police partners to review the customer's documents supplied during the application process and to review the results received from the Program. As a result of this review, the Registry suspended the Massachusetts credential under the Complaint Fraudulent License (CFL) process.

- All customers seeking a learner's permit, driver's license or ID from the Registry of Motor Vehicles are required to provide documents proving their U.S. citizenship or lawful presence in the United States. This requirement applies to renewal customers as well and presents additional opportunities to identify customers who have engaged in

fraudulent practices in the past when the RMV did not have the current level of fraud detection and prevention tools available to it.

- The RMV electronically verifies those documents and customer information through federal and state systems, which include checks against several state and federal databases to confirm authenticity of documents. Additionally, the RMV uses document authentication technology to scan the security features of identification documents provided by applicants and facial recognition software to prevent fraud.

- The RMV began participating in the S2S Program in March 2018. The Program compares demographic information of license and ID card holders in the 25 participating states.

- Based on the recommendation of the Department of Homeland Security, the Registry only accepts birth certificates from Puerto Rico if they were issued on or after July, 1, 2010.

Thanks,

Judi

From: Curran, Kathy <kcurran@hearst.com>

Sent: Monday, June 24, 2019 4:33 PM

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

Cc: Rothstein, Kevin <krothstein@hearst.com>

Subject: RE: Dominican imposter with MA Real ID compliant license

Hi Jacque and Judi,

I'm circling back on the questions below.

Thank you,
Kathy

Kathy Curran
Investigative Reporter- 5 Investigates
WCVB-TV
@KathyReports

(781)433-4579

From: Riley, Judith Reardon (DOT) [<mailto:judith.reardon.riley@state.ma.us>]
Sent: Monday, June 24, 2019 11:09 AM
To: Curran, Kathy <kcurran@hearst.com>
Subject: RE: Dominican imposter with MA Real ID compliant license

Thank you. What is your deadline?

From: Curran, Kathy <kcurran@hearst.com>
Sent: Monday, June 24, 2019 10:59 AM
To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>
Subject: Fwd: Dominican imposter with MA Real ID compliant license

Kathy Curran
5 Investigates
@kathyreports
781-433-4579

Sent from my iPhone

Begin forwarded message:

From: "Curran, Kathy" <kcurran@hearst.com>
Date: June 24, 2019 at 10:16:17 AM EDT
To: "Goddard, Jacquelyn (DOT)" <jacquelyn.goddard@state.ma.us>
Cc: "Curran, Kathy" <kcurran@hearst.com>, "Rothstein, Kevin" <krothstein@hearst.com>
Subject: Dominican imposter with MA Real ID compliant license

Good Morning Jacque and Judi,

A man by the name of [REDACTED] was arrested in a fentanyl bust in Salem Friday. He was issued a MA license on [REDACTED]. His DOB is [REDACTED]. It looks like the Registry revoked his license in March. Can you tell us which registry issued this license? What the license was revoked for? If it was revoked due to fraud did the RMV refer the case to law enforcement?

The man's true identity is



Thank you,
Kathy

Kathy Curran
Investigative Reporter- 5 Investigates
WCVB-TV
@KathyReports
(781)433-4579

From: [Crispin, Susan \(DOT\)](#)
To: [Macdonald, Alan \(DOT\)](#)
Subject: RE: Names of 23 states in state to state
Date: Wednesday, June 26, 2019 1:26:05 PM
Attachments: [image001.png](#)

The S2S States are below. However, CT is not part of S2S yet. The notified us via CDLIS due to the customer holding a CDL license.

Participating Jurisdictions

- [Alaska](#) (January 30, 2017)
- [Arizona](#) (February 27, 2017)
- [Arkansas](#) (June 6, 2016)
- [Delaware](#) (December 19, 2016)
- [Idaho](#) (August 22, 2016)
- [Iowa](#) (May 23, 2016)
- [Indiana](#) (February 15, 2016)
- [Louisiana](#) (October 17, 2018)
- [Maryland](#) (February 1, 2016)
- [Massachusetts](#) (March 26, 2018)
- [Mississippi](#) (April 8, 2019)
- [Missouri](#) (March 25, 2019)
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- [New Mexico](#) (June 18, 2018)
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- [Pennsylvania](#) (May 21, 2018)
- [Rhode Island](#) (June 3, 2019)
- [South Dakota](#) (October 3, 2016)
- [Tennessee](#) (March 5, 2018)
- [Utah](#) (January 28, 2019)
- [Virginia](#) (December 5, 2016)
- [Washington](#) (September 4, 2018)
- [Wisconsin](#) (August 10, 2015)
- [Wyoming](#) (November 21, 2016)

Susan Crispin
Program Coordinator
Motor Carrier Safety Improvement Act
CDL Unit/SPEXS/CDLIS Helpdesk Supervisor
MASSDOT/RMV
Driver Licensing

857-368-7263



From: Macdonald, Alan (DOT)
Sent: Wednesday, June 26, 2019 12:33 PM
To: Crispin, Susan (DOT)
Subject: Fwd: Names of 23 states in state to state

Susan, would you please get me the list of these states ASAP as requested?

Thanks.

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Cc: "Garrity, Rob (DOT)" <Rob.Garrity@dot.state.ma.us>, "Riley, Judith Reardon (DOT)" <judith.reardon.riley@state.ma.us>, "Finlaw, Sarah (GOV)" <sarah.finlaw@MassMail.State.MA.US>
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Good afternoon Alan,

Please note below.

Ch. 5 is asking for the state's in the 23 state agreement to share info state to state.

Please continue to seek that information for our office in addition to the other questions.

Thanks,

Jacque

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Hi Judi and Jacque,

Can you tell me what state's have signed on to the state to state program?

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Kathy Curran
Investigative Reporter- 5 Investigates
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Subject: RE: Dominican imposter with MA Real ID compliant license

Thank you. Just a few follow-up questions.

Was this case referred to state police for investigation and prosecution? This was an identity from Puerto Rico and Puerto Rico doesn't participate in state to state so how was state to state used?

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On background:

A REAL ID credential was issued to this individual on June 27, 2018.

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I'm circling back on the questions below.

Thank you,

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Kathy Curran

Investigative Reporter- 5 Investigates

WCVB-TV

@KathyReports

(781)433-4579

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Kathy Curran
5 Investigates
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Sent from my iPhone

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Cc: "Curran, Kathy" <kcurran@hearst.com>, "Rothstein, Kevin" <krathstein@hearst.com>
Subject: Dominican imposter with MA Real ID compliant license

Good Morning Jacque and Judi,

A man by the name of Jonathan [REDACTED] was arrested in a fentanyl bust in Salem Friday. He was issued a MA license on [REDACTED]. His DOB is [REDACTED]. It looks like the Registry revoked his license in March. Can you tell us which registry issued this license? What the license was revoked for? If it was revoked due to fraud did the RMV refer the case to law enforcement?

The man's true identity is [REDACTED]
[REDACTED]

Thank you,
Kathy

Kathy Curran
Investigative Reporter- 5 Investigates
WCVB-TV
@KathyReports
(781)433-4579

From: [Crispin, Susan \(DOT\)](#)
To: [Macdonald, Alan \(DOT\)](#)
Subject: RE: Names of 23 states in state to state
Date: Wednesday, June 26, 2019 1:23:36 PM

Working on it now.

Susan Crispin
Program Coordinator
Motor Carrier Safety Improvement Act
CDL Unit/SPEXS/CDLIS Helpdesk Supervisor
MASSDOT/RMV
Driver Licensing
857-368-7263



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Subject: Fwd: Names of 23 states in state to state

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Cc: "Garrity, Rob (DOT)" <Rob.Garrity@dot.state.ma.us>, "Riley, Judith Reardon (DOT)" <judith.reardon.riley@state.ma.us>, "Finlaw, Sarah (GOV)" <sarah.finlaw@MassMail.State.MA.US>
Subject: Names of 23 states in state to state

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Cc: Rothstein, Kevin <krothstein@hearst.com>

Subject: RE: Dominican imposter with MA Real ID compliant license

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To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>
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Kathy Curran
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Cc: "Curran, Kathy" <kcurran@hearst.com>, "Rothstein, Kevin" <krthstein@hearst.com>
Subject: Dominican imposter with MA Real ID compliant license

Good Morning Jacque and Judi,

A man by the name of [REDACTED] was arrested in a fentanyl bust in Salem Friday. He was issued a MA license on [REDACTED]. His DOB is [REDACTED]. It looks like the Registry revoked his license in March. Can

you tell us which registry issued this license? What the license was revoked for? If it was revoked due to fraud did the RMV refer the case to law enforcement?

The man's true identity is

[REDACTED]

Thank you,
Kathy

Kathy Curran
Investigative Reporter- 5 Investigates
WCVB-TV
@KathyReports
(781)433-4579

From: [Macdonald, Alan \(DOT\)](#)
To: [Hoban, Jennifer \(DOT\)](#)
Subject: Re: Names of 23 states in state to state
Date: Wednesday, June 26, 2019 1:14:08 PM

Thank you.

On Jun 26, 2019, at 12:51 PM, Hoban, Jennifer (DOT) <Jennifer.Hoban@dot.state.ma.us> wrote:

Alan,

There is now 25 participating states. See below.

<!--[if !supportLists]-->• <!--[endif]-->

<!--[if !supportLists]-->• <!--[endif]-->**Participating Jurisdictions**

<!--[if !supportLists]-->• <!--[endif]-->[Alaska](#) (January 30, 2017)
<!--[if !supportLists]-->• <!--[endif]-->[Arizona](#) (February 27, 2017)
<!--[if !supportLists]-->• <!--[endif]-->[Arkansas](#) (June 6, 2016)
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<image001.jpg>

From: Macdonald, Alan (DOT) <alan.macdonald@dot.state.ma.us>
Sent: Wednesday, June 26, 2019 12:48 PM

To: Hoban, Jennifer (DOT) <Jennifer.Hoban@dot.state.ma.us>; Noronha, Michael (DOT) <Michael.Noronha@dot.state.ma.us>

Subject: Fwd: Names of 23 states in state to state

In case Susan is away for lunch or something, could one of you get me this please?

Begin forwarded message:

From: "Macdonald, Alan (DOT)" <alan.macdonald@dot.state.ma.us>

Date: June 26, 2019 at 12:32:30 PM EDT

To: "Crispin, Susan (DOT)" <Susan.Crispin@dot.state.ma.us>

Subject: Fwd: Names of 23 states in state to state

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Thanks.

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<alan.macdonald@dot.state.ma.us>

Cc: "Garrity, Rob (DOT)" <Rob.Garrity@dot.state.ma.us>,

"Riley, Judith Reardon (DOT)"

<judith.reardon.riley@state.ma.us>, "Finlaw, Sarah (GOV)"

<sarah.finlaw@MassMail.State.MA.US>

Subject: Names of 23 states in state to state

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Please note below.

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From: Curran, Kathy [<mailto:kcurran@hearst.com>]

Sent: Wednesday, June 26, 2019 11:15 AM

To: Riley, Judith (DOT)

Cc: Goddard, Jacquelyn (DOT)

Subject: RE: Dominican imposter with MA Real ID compliant

license

Hi Judi and Jacque,

Can you tell me what state's have signed on to the state to state program?

Thank you,
Kathy

Kathy Curran
Investigative Reporter- 5 Investigates
WCVB-TV
@KathyReports
(781)433-4579

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[<mailto:judith.reardon.riley@state.ma.us>]
Sent: Monday, June 24, 2019 6:08 PM
To: Curran, Kathy <kcurran@hearst.com>
Cc: Goddard, Jacquelyn (DOT)
<jacquelyn.goddard@state.ma.us>
Subject: Dominican imposter with MA Real ID compliant license

Hi Kathy,

Please note from the Registrar: The State-to-State Program identifies if the identity is used in any of the participating jurisdictions.

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Cc: Rothstein, Kevin <krothstein@hearst.com>; Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>
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Cc: Rothstein, Kevin <krothstein@hearst.com>; Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>
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The man's true identity is [REDACTED]
[REDACTED]
[REDACTED]

Thank you,
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(781)433-4579

From: [Hoban Jennifer \(DOT\)](#)
To: [Macdonald Alan \(DOT\)](#); [Noronha Michael \(DOT\)](#)
Subject: RE: Names of 23 states in state to state
Date: Wednesday, June 26, 2019 12:51:45 PM

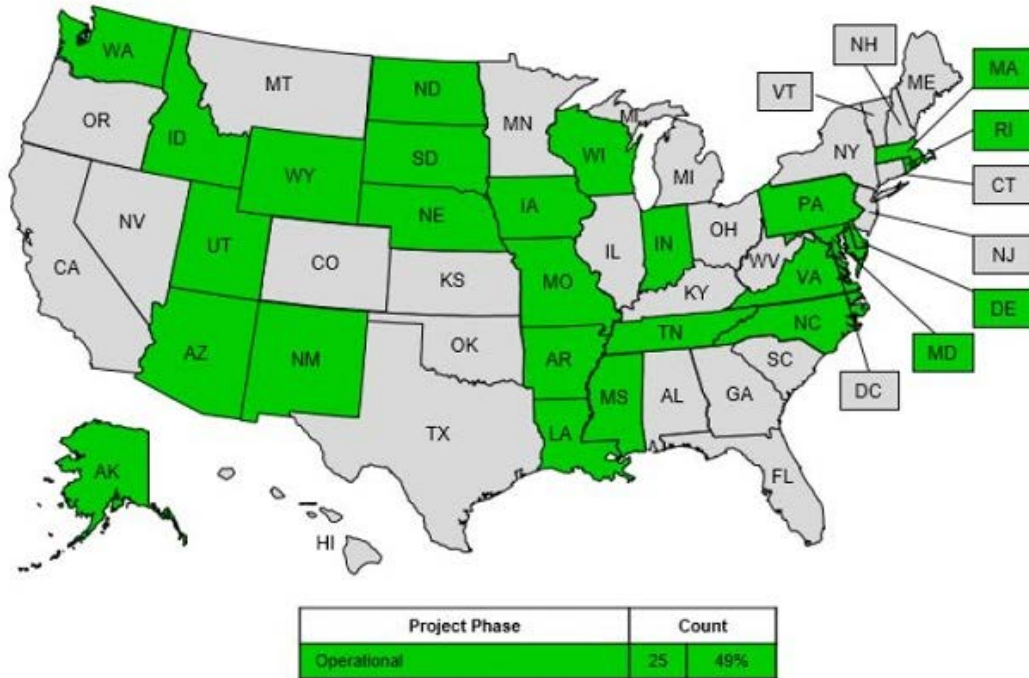
Alan,

There is now 25 participating states. See below.

Participating Jurisdictions

[Alaska](#) (January 30, 2017)
[Arizona](#) (February 27, 2017)
[Arkansas](#) (June 6, 2016)
[Delaware](#) (December 19, 2016)
[Idaho](#) (August 22, 2016)
[Iowa](#) (May 23, 2016)
[Indiana](#) (February 15, 2016)
[Louisiana](#) (October 17, 2018)
[Maryland](#) (February 1, 2016)
[Massachusetts](#) (March 26, 2018)
[Mississippi](#) (April 8, 2019)
[Missouri](#) (March 25, 2019)
[Nebraska](#) (October 17, 2016)
[New Mexico](#) (June 18, 2018)
[North Carolina](#) (February 25, 2019)
[North Dakota](#) (November 16, 2015)
[Pennsylvania](#) (May 21, 2018)
[Rhode Island](#) (June 3, 2019)
[South Dakota](#) (October 3, 2016)
[Tennessee](#) (March 5, 2018)
[Utah](#) (January 28, 2019)
[Virginia](#) (December 5, 2016)
[Washington](#) (September 4, 2018)
[Wisconsin](#) (August 10, 2015)
[Wyoming](#) (November 21, 2016)

Jurisdictions' S2S Implementation Current Status



From: Macdonald, Alan (DOT) <alan.macdonald@dot.state.ma.us>
Sent: Wednesday, June 26, 2019 12:48 PM
To: Hoban, Jennifer (DOT) <Jennifer.Hoban@dot.state.ma.us>; Noronha, Michael (DOT) <Michael.Noronha@dot.state.ma.us>
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Cc: Rothstein, Kevin <krothstein@hearst.com>; Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>
Subject: Dominican imposter with MA Real ID compliant license

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Please find below information concerning your inquiry.

"Through its participation in the State-to-State fraud prevention program, the Registry was notified of the fraudulent use of this identity, and suspended the individual's license in March 2019. The Registry is currently reviewing the transaction through which this individual was issued a license."

On background:

A REAL ID credential was issued to this individual on June 27, 2018.

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As a result of this review, the Registry suspended the Massachusetts credential under the Complaint Fraudulent License (CFL) process.

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Thanks,

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From: Curran, Kathy <kcurran@hearst.com>

Sent: Monday, June 24, 2019 4:33 PM

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

Cc: Rothstein, Kevin <krothstein@hearst.com>

Subject: RE: Dominican imposter with MA Real ID compliant license

Hi Jacque and Judi,

I'm circling back on the questions below.

Thank you,
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Kathy Curran
Investigative Reporter- 5 Investigates
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(781)433-4579

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The man's true identity is [REDACTED].

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From: [Macdonald, Alan \(DOT\)](#)
To: [Crispin, Susan \(DOT\)](#)
Subject: Fwd: Names of 23 states in state to state
Date: Wednesday, June 26, 2019 12:32:31 PM

Susan, would you please get me the list of these states ASAP as requested?

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Cc: Rothstein, Kevin <krothstein@hearst.com>; Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>
Subject: RE: Dominican imposter with MA Real ID compliant license

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Kathy Curran
Investigative Reporter- 5 Investigates
WCVB-TV
@KathyReports
(781)433-4579

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Sent: Monday, June 24, 2019 4:40 PM
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Cc: Rothstein, Kevin <krothstein@hearst.com>; Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>
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From: [Lavoie, Sara \(DOT\)](#)
To: [Riley, Judith \(DOT\)](#)
Cc: [Goddard, Jacquelyn \(DOT\)](#); [Garrity, Rob \(DOT\)](#); [Finlaw, Sarah \(GOV\)](#); [Tesler, Jamey \(DOT\)](#)
Subject: RE: Dominican imposter with MA Real ID compliant license
Date: Wednesday, June 26, 2019 11:31:56 AM

Hi Judi, this information is available to the public on AAMVA's website. Here is the link:
<https://www.aamva.org/State-to-State/> Check the "participation" tab for the map of participating jurisdictions.

Sara Lavoie
Director of Enforcement Services

From: Riley, Judith (DOT)
Sent: Wednesday, June 26, 2019 11:29 AM
To: Lavoie, Sara (DOT)
Cc: Goddard, Jacquelyn (DOT); Garrity, Rob (DOT); Finlaw, Sarah (GOV); Tesler, Jamey (DOT)
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From: [Campbell, Jay \(DOT\)](#)
To: [Guarino, Sarah \(DOT\)](#)
Subject: RE: placard info
Date: Wednesday, June 26, 2019 11:17:00 AM

Thank you for notifying me.

Jay

From: Guarino, Sarah (DOT)
Sent: Wednesday, June 26, 2019 11:03 AM
To: Campbell, Jay (DOT)
Subject: RE: placard info

Thank you very much

From: Campbell, Jay (DOT)
Sent: Wednesday, June 26, 2019 10:46 AM
To: Guarino, Sarah (DOT)
Subject: RE: placard info

Good morning. I am going to issue him a new placard under the [REDACTED] account and send it to him with a letter explaining the placard issued on the other account must be returned. The [REDACTED] can be squashed.

Jay

From: Guarino, Sarah (DOT)
Sent: Wednesday, June 26, 2019 8:46 AM
To: Campbell, Jay (DOT)
Subject: placard info

Good morning Jay,

Customer [REDACTED] was issued a disabled placard under a new record. He already has a class D license under [REDACTED]. Is there a way to merge the placard to his actual S record?

Sarah Guarino
Facial Recognition Analyst (PC1)
Enforcement Services Unit, MassDOT/RMV
Direct: (857)368-8623
Fax: (857)368-0645
Email: sarah.guarino@dot.state.ma.us

From: [Guarino, Sarah \(DOT\)](#)
To: [Campbell, Jay \(DOT\)](#)
Subject: RE: placard info
Date: Wednesday, June 26, 2019 11:02:31 AM

Thank you very much

From: Campbell, Jay (DOT)
Sent: Wednesday, June 26, 2019 10:46 AM
To: Guarino, Sarah (DOT)
Subject: RE: placard info

Good morning. I am going to issue him a new placard under the [REDACTED] account and send it to him with a letter explaining the placard issued on the other account must be returned. The [REDACTED] can be squashed.

Jay

From: Guarino, Sarah (DOT)
Sent: Wednesday, June 26, 2019 8:46 AM
To: Campbell, Jay (DOT)
Subject: placard info

Good morning Jay,

Customer [REDACTED] was issued a disabled placard under a new record. He already has a class D license under [REDACTED]. Is there a way to merge the placard to his actual S record?

Sarah Guarino
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Direct: (857)368-8623
Fax: (857)368-0645
Email: sarah.guarino@dot.state.ma.us

From: [Silva, Elizabeth \(DOT\)](#)
To: [Rosenberg, Harri \(DOT\)](#)
Subject: Re: Registry Order for Enforcement Services Facial recognition Room
Date: Wednesday, June 26, 2019 11:02:07 AM

Will do! And will update with info gathered

Thanks

Sent from my iPhone

On Jun 26, 2019, at 10:53 AM, Rosenberg, Harri (DOT) <harri.rosenberg@dot.state.ma.us> wrote:

Hi Liz,

Can you reach out to Aric and Nicole on this? Looks like General Services was not involved. If you think I need to get involved, let me know.

Harir

From: Francois Jr., Roland (DOT) <Roland.Francois@dot.state.ma.us>
Sent: Wednesday, June 26, 2019 10:46 AM
To: Rosenberg, Harri (DOT) <harri.rosenberg@dot.state.ma.us>
Subject: RE: Registry Order for Enforcement Services Facial recognition Room

Hi Harri,

This project was directly handled by Aric Warren of Property Services in which I had no involvement with and I was informed the IT Dept. were to be the project managers for the RMV copiers. The old copier in the RMV Enforcement Services at 10PP was missed and needs a new machine. I believe the Registrar is the signatory for all the RMV copiers but you should check with Nicole Spriggs of the Registrar's office on this.

Thank you, Roland

From: Rosenberg, Harri (DOT)
Sent: Wednesday, June 26, 2019 9:19 AM
To: Francois Jr., Roland (DOT)
Subject: FW: Registry Order for Enforcement Services Facial recognition Room

Hi Roland,

Is this something General Services should handle as part of the Ricoh refresh project? Liz presented me with a requisition for the additional printer/copier that was missed. Not sure I should be signing for this. Can you let me know what you think?

Thanks,
Harri

From: Silva, Elizabeth (DOT) <Elizabeth.Silva@dot.state.ma.us>
Sent: Tuesday, June 25, 2019 2:13 PM
To: Rosenberg, Harri (DOT) <harri.rosenberg@dot.state.ma.us>
Subject: FW: Registry Order for Enforcement Services Facial recognition Room

Hi Harri,

I have an Order form and a REQ that require signatures. There was 1 multi-function RICOH that was missed during the refresh that occurred a couple of months ago. This RICOH is for 2nd floor Enforcement services.

Thank you
Liz

From: Judith Gilman [<mailto:judith.gilman@ricoh-usa.com>]
Sent: Thursday, June 20, 2019 2:53 PM
To: Ball, Dawn (DOT) <Dawn.Ball@dot.state.ma.us>; Cadorette, John (DOT) <John.Cadorette@dot.state.ma.us>; Silva, Elizabeth (DOT) <Elizabeth.Silva@dot.state.ma.us>
Cc: Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>; Ariely, Michael (DOT) <Michael.Ariely@dot.state.ma.us>; Judith Gilman <judith.gilman@ricoh-usa.com>; Jim Bowser <jim.bowser@ricoh-usa.com>; Francois Jr., Roland (DOT) <Roland.Francois@dot.state.ma.us>; West, Donald (DOT) <Donald.West@dot.state.ma.us>
Subject: Registry Order for Enforcement Services Facial recognition Room

Hi all,

This order is to replace an expired MPC5503 #C81031970 which was inadvertently missed with the Registry rollout. After speaking with Sara and confirming the needs for the department, attached is the ITC66 Form for your review and signature. The pricing includes the lease, supplies, and service for a four year lease – same terms as the large Registry deal.

Please let me know if you have any questions.

Thank you

Judy Gilman
Account Manager
781-389-5835
RICOH USA
50 Braintree Hill Office Park
Suite 304
Braintree, Mass.02184

From: [Rosenberg, Harri \(DOT\)](#)
To: [Silva, Elizabeth \(DOT\)](#)
Subject: FW: Registry Order for Enforcement Services Facial recognition Room
Date: Wednesday, June 26, 2019 10:53:22 AM

Hi Liz,

Can you reach out to Aric and Nicole on this? Looks like General Services was not involved. If you think I need to get involved, let me know.

Harri

From: Francois Jr., Roland (DOT) <Roland.Francois@dot.state.ma.us>
Sent: Wednesday, June 26, 2019 10:46 AM
To: Rosenberg, Harri (DOT) <harri.rosenberg@dot.state.ma.us>
Subject: RE: Registry Order for Enforcement Services Facial recognition Room

Hi Harri,

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To: Ball, Dawn (DOT) <Dawn.Ball@dot.state.ma.us>; Cadorette, John (DOT) <John.Cadorette@dot.state.ma.us>; Silva, Elizabeth (DOT) <Elizabeth.Silva@dot.state.ma.us>
Cc: Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>; Ariely, Michael (DOT) <Michael.Ariely@dot.state.ma.us>; Judith Gilman <judith.gilman@ricoh-usa.com>; Jim Bowser <jim.bowser@ricoh-usa.com>; Francois Jr., Roland (DOT) <Roland.Francois@dot.state.ma.us>; West, Donald (DOT) <Donald.West@dot.state.ma.us>
Subject: Registry Order for Enforcement Services Facial recognition Room

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The pricing includes the lease, supplies, and service for a four year lease – same terms as the large Registry deal.

Please let me know if you have any questions.

Thank you

Judy Gilman
Account Manager
781-389-5835
RICOH USA
50 Braintree Hill Office Park
Suite 304
Braintree, Mass.02184

From: [Campbell, Jay \(DOT\)](#)
To: [Guarino, Sarah \(DOT\)](#)
Subject: RE: placard info
Date: Wednesday, June 26, 2019 10:46:00 AM

Good morning. I am going to issue him a new placard under the S [REDACTED] account and send it to him with a letter explaining the placard issued on the other account must be returned. The [REDACTED] can be squashed.

Jay

From: Guarino, Sarah (DOT)
Sent: Wednesday, June 26, 2019 8:46 AM
To: Campbell, Jay (DOT)
Subject: placard info

Good morning Jay,

Customer [REDACTED] was issued a disabled placard under a new record. He already has a class D license under S [REDACTED]. Is there a way to merge the placard to his actual S record?

Sarah Guarino
Facial Recognition Analyst (PC1)
Enforcement Services Unit, MassDOT/RMV
Direct: (857)368-8623
Fax: (857)368-0645
Email: sarah.guarino@dot.state.ma.us

From: [McCollem Steve \(DOT\)](#)
To: [Smirnov Vladimir \(ATLAS\)](#)
Subject: SQR 8376 has been assigned to you (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)
Date: Wednesday, June 26, 2019 9:55:57 AM

SQR 8376: Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields

Low (Level 4) Production Support Correction SQR for Interface raised from MA RMV Production by goyette on Jun 11, 2019, Contact Person MR.winklerb.

PS - Migrate to MRP and assigned to MR.smirnovv.

FCR solution number(s) are 5445.

Logs

Created by MR.Billy Goyette on Jun 11, 2019 8:08:42 PM

BusinessObject : MR_naMor.MR_naMorNpr
Environment : MRP
User : batch
DbUser :
RfrUser :
Machine : DOT-MAP-CHE-P05
Origin : StandAlone
Step : Set Folio Document Fields
RunDate : 6/11/2019
Access :
Status : 0
Timer : 2019-06-11 01746-96
Server :

ErrText

```
=====  
System.Exception: IN gaEpr.gaEprPrc AT STAGE: Reset Isolation Level  
---> System.Exception: IN gaEpr.gaEprRun AT STAGE: Execute method invoked  
---> System.Exception: IN MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields  
---> System.Exception: No IDs found for Customer Key: 827068480 and ID Types: SNUM,CNVSNU,DATSNU  
at MR.MR_agIss.MR_agIssCid.GetID(String pstrIDTypes, Boolean pblnForceID)  
at MR.MR_agIss.MR_agIssCid.get_SNumber()  
at MR.MR_naMor.MR_naMorNpr.Execute(Int32 plngInterfaceKey, Int32 plngActivityKey, String pstrInterfaceType, String  
pstrClientDocumentID, String pstrFolioID, Boolean& pblnSuccessful)  
--- End of inner exception stack trace ---  
at Fast.ggBom.ggBomBas.ExecuteMessageInternal(ggMsgObj& pMsg, Boolean pblnForceTransaction)  
at Fast.ggBom.ggBomBas.ExecuteMessage(ggMsgObj& pMsg)  
at Fast.gaEpr.gaEprRun.Execute(Int32 plngQueueKey, Int32 plngVer, Int32 plngVerLast, String pstrKey, String pstrEvent,  
String pstrSource, String pstrDestination, DateTime pdtmQueued, Int32 plngDeleted, DateTime pdtmIntervention, DateTime  
pdtmHoldTill, Int16 pintAttempts, Int32 plngCustomerKey, Int32 plngAccountKey, String pstrSourceQ, String  
pstrSuccessCriteria, String pstrData, Int64 pi64DeferredMessageGroupKey)  
--- End of inner exception stack trace ---  
at Fast.ggBom.ggBomBas.ExecuteMessageInternal(ggMsgObj& pMsg, Boolean pblnForceTransaction)  
at Fast.ggBom.ggBomBas.ExecuteMessageForceTransaction(ggMsgObj& pMsg)  
at Fast.gaEpr.gaEprPrc.Execute_gaEprRun(Boolean pblnForceTransaction, Int32 plngQueueKey, Int32 plngVer, Int32  
plngVerLast, String pstrKey, String pstrEvent, String pstrSource, String pstrDestination, DateTime pdtmQueued, Int32  
plngDeleted, DateTime pdtmIntervention, DateTime pdtmHoldTill, Int16 pintAttempts, Int32 plngCustomerKey, Int32  
plngAccountKey, String pstrSourceQ, String pstrSuccessCriteria, String pstrData, Int64 pi64DeferredMessageGroupKey)  
at Fast.gaEpr.gaEprPrc.Execute(Int32 plngQueueKey, String pstrEvent)  
--- End of inner exception stack trace ---  
at Fast.ggBom.ggBomBas.ExecuteMessageInternal(ggMsgObj& pMsg, Boolean pblnForceTransaction)  
at Fast.ggBom.ggBomBas.ExecuteMessage(ggMsgObj& pMsg)  
at Fast.ggBom.ggBomBas.RootExecute(Int32 plngRootKey, ggMsgObj& pMsg, ggLbiMsx& pMsx)
```

Log Text

```
=====  
[plngInterfaceKey=1146912160] [plngActivityKey=28103048] [pstrInterfaceType=MORPHOnonprd]
```

[pstrClientDocumentID=11f6b30a-2505-4c7a-8c8e-d77f00c76569] [pstrFolioID=28103048.20190611001339]
[pblnSuccessful=False]

Type changed from Production Support Change to Production Support Correction by MR.Billy Goyette on Jun 11, 2019 8:08:46 PM

Status changed from PS - Submitted to PS - Prioritize by MR.Billy Goyette on Jun 11, 2019 8:08:50 PM

Status changed from PS - Prioritize to PS - Assigned by MR.Billy Goyette on Jun 11, 2019 8:08:53 PM

Assigned to MR.Brian Winkler by MR.Billy Goyette on Jun 11, 2019 8:09:00 PM

Email sent to unassigned <Brian.Winkler@dot.state.ma.us> by MR.goyettew on Jun 11, 2019 8:18:47 PM Jun 11, 2019 8:18:47 PM

To: Brian.Winkler@dot.state.ma.us

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Sorry, this might be invalid - Didn't realize the time stamps were from the midnight , not today's nightly.

Priority changed from Needs Prioritization to Low (Level 4) by MR.Brian Winkler on Jun 12, 2019 7:43:06 AM

Assigned to MR.Vladimir Smirnov by MR.Brian Winkler on Jun 12, 2019 7:43:15 AM

Developer changed to MR.Vladimir Smirnov by MR.Brian Winkler on Jun 12, 2019 7:43:20 AM

Status changed from PS - Assigned to PS - In Progress by MR.Vladimir Smirnov on Jun 13, 2019 8:51:48 AM

Manager changed to MR.Vladimir Smirnov by MR.Vladimir Smirnov on Jun 13, 2019 8:52:36 AM

Status changed from PS - In Progress to PS - Test in MRT by MR.Vladimir Smirnov on Jun 13, 2019 1:39:35 PM

Status changed from PS - Test in MRT to PS - Migrate to MRS by MR.Vladimir Smirnov on Jun 13, 2019 1:39:39 PM

Comment by MR.Vladimir Smirnov on Jun 14, 2019 1:18:29 PM

This change should fix the intervention received when trying to send Idemia a Non-Production Photo (for Facial Recognition) without having an active Customer Level S-Number. This scenario isn't very common but we want ALL images to go through FR to prevent fraud.

To Test:

- Create a new Customer with a Driver Account and issue them a permit
- On the Customer springboard navigate to the "Ids" tab
- Click on the S-Number that has a blank space under the "Account Type" and "Account" columns
- Click on the "Valid" header link
- Click "Yes" to inactivate the ID when the modal window comes up
- Send me the S-Number and I will send the Non-Production record to Idemia
- If the change was successful then we shouldn't see an intervention
- We can also go into Issuance 360 (the Idemia software Enforcement Services use to review FR hits) and verify that the record made it over successfully

NOTE: You should also be able to inactivate all of the S-Numbers on the Customer and receive the same result.

Status changed from PS - Migrate to MRS to PS - Test in MRS by MR.Vladimir Smirnov on Jun 14, 2019 1:20:13 PM

Assigned to MR.Steve McCollem by MR.Vladimir Smirnov on Jun 14, 2019 1:20:13 PM

FYI: No need for a DL/ID Workstation on this one.

Email sent to Vladimir Smirnov <Vladimir.Smirnov@MassMail.State.MA.US> by MR.smccollem on Jun 18, 2019 11:58:46 AM Jun 18, 2019 11:58:46 AM

To: Vladimir.Smirnov@MassMail.State.MA.US

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Hi Vlad,

I used SA1120160 on this record. Please let me know the next steps.

-Steve

Attachment added by MR.Vladimir Smirnov on Jun 18, 2019 4:07:09 PM

Issuance 360 Record - June 18th

Email sent to Steve McCollem <steve mccollem@state.ma.us> by MR.smirnov on Jun 18, 2019 4:11:15 PM Jun 18, 2019 4:11:15 PM

To: steve mccollem@state.ma.us

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Hey Steve,

It looks like that Interface was transmitted successfully. I have attached a screenshot of the Issuance 360 record for review.

Thanks,
Vlad

Email sent to Steve McCollem <steve mccollem@state.ma.us> by MR.smirnov on Jun 19, 2019 2:33:31 PM Jun 19, 2019 2:33:31 PM

To: steve mccollem@state.ma.us

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Hey Steve,

Since the test was successful this SQR can be staged to Migrate to MRP (unless you want QA to run through it again).

Thanks,
Vlad

Email sent to Rodney Bautista <Rodney.Bautista@dot.state.ma.us> by MR.smccollem on Jun 24, 2019 2:38:02 PM Jun 24, 2019 2:38:02 PM

To: Rodney.Bautista@dot.state.ma.us
Cc: sye.chanthaboun@state.ma.us

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Hi Rodney,

Can you run your automation cases on Tuesday to include a regression test of license manufacturing?

Thanks,
Steve

Assigned to MR.Rodney Bautista by MR.Steve McCollem on Jun 25, 2019 9:47:29 AM

Hi Rodney - Can you run your automation as a regression test for this?

Comment by MR.Rodney Bautista on Jun 25, 2019 12:36:02 PM

Consulted Vlad on this SQR and how to test.

Ran my automated scripts that create credentials in MIS ATLAS.

url to the report:
\\datacluster.massdot.trans.internal\Common\Development\Projects\PRJ0010251\SQR8376_IssueCredentials\atlasIndexPage.html

Summary of contents below:

I. ATLAS Service Center Create Credentials

I-1. M1S Create Class A License REAL Successful 9 minutes 31 seconds; 51 screen shots
CDL Class A License SA1710267 created

I-2. M1S Create Class C License REAL Successful 9 minutes 59 seconds; 52 screen shots
Class D License SA1710367 created

I-3. M1S Create Class D License REAL Successful 5 minutes 23 seconds; 27 screen shots
Class D License SA1710867 created

I-4. M1S Create Class M License REAL Successful 5 minutes 15 seconds; 27 screen shots
MCY License SA1710967 created

I-5. M1S Create Mass ID REAL Successful 6 minutes 21 seconds; 20 screen shots
ID Card SA1710667 created

I-6. M1S Create Liquor ID REAL Successful 3 minutes 34 seconds; 20 screen shots
Liquor ID SA1710767 created

I-7. M1S Create Driving Instructor REAL Successful 9 minutes 53 seconds; 52 screen shots
Driving Instructor SA1710168 created

I will now rely on Vlad to verify that the information on the newly created credentials
were successfully interfaced to Morpho.

Assigned to MR.Vladimir Smirnov by MR.Rodney Bautista on Jun 25, 2019 12:36:18 PM

Attachment added by MR.Vladimir Smirnov on Jun 25, 2019 3:55:01 PM

Transmitted Credentials

Assigned to MR.Steve McCollem by MR.Vladimir Smirnov on Jun 25, 2019 3:59:17 PM

Hey Steve,

I have attached the results of Rodney's regression test. Can you review the results and stage the SQR if it is good to go to MRP?

Thanks,
Vlad

Email sent to Vladimir Smirnov <Vladimir.Smirnov@MassMail.State.MA.US> by MR.smccollem on Jun 25, 2019 4:20:44 PM Jun 25, 2019 4:20:44 PM

To: Vladimir.Smirnov@MassMail.State.MA.US
Cc: Rodney.Bautista@dot.state.ma.us; sye.chanthaboun@state.ma.us

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Hi Vlad,

Should the surrogate id be the S/SA#? I don't think that's correct. I believe the first one on the list should have 016075441 as the surrogate not SA1710267.

Can you please clarify?

Thanks,
Steve

Email sent to Steve McCollem <steve.mccollem@state.ma.us> by MR.smirnov on Jun 25, 2019 4:29:17 PM Jun 25, 2019 4:29:17 PM

To: steve.mccollem@state.ma.us
Cc: Rodney.Bautista@dot.state.ma.us; sye.chanthaboun@state.ma.us

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Hey Steve,

You are correct. We do a weird thing in Staging where we use the DLN instead of the surrogate number for the "Person ID". This is because early on (R1) we had difficulty with the surrogate not being added on new customers. This would cause the Credential Manufacture job to always fail when we were sending over Credentials.

Thanks,
Vlad

Email sent to Steve McCollem <steve mccollem@state.ma.us> by MR.smirnovv on Jun 26, 2019 9:54:35 AM Jun 26, 2019 9:54:35 AM

To: steve mccollem@state.ma.us

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Hey Steve,

Are you good with this SQR going up?

Thanks,
Vlad

Status changed from PS - Test in MRS to PS - Migrate to MRP by MR.Steve McCollem on Jun 26, 2019 9:55:39 AM

Assigned to MR.Vladimir Smirnov by MR.Steve McCollem on Jun 26, 2019 9:55:47 AM

From: [Guarino, Sarah \(DOT\)](#)
To: [Campbell, Jay \(DOT\)](#)
Subject: placard info
Date: Wednesday, June 26, 2019 8:46:09 AM

Good morning Jay,

Customer [REDACTED] was issued a disabled placard under a new record.
He already has a class D license under [REDACTED]
Is there a way to merge the placard to his actual S record?

Sarah Guarino
Facial Recognition Analyst (PC1)
Enforcement Services Unit, MassDOT/RMV
Direct: (857)368-8623
Fax: (857)368-0645
Email: sarah.guarino@dot.state.ma.us

From: [Dionne, Robert \(DOT\)](#)
To: [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#); [Mulcahy, Sheila \(DOT\)](#)
Subject: FW: DOT - Active (Open) Req Details
Date: Wednesday, June 26, 2019 7:02:15 AM
Attachments: [DOT - Active \(Open\) Requisition Detail.xlsx](#)

From: Oracle Business Intelligence
Sent: Wednesday, June 26, 2019 7:00:39 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]
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Identification follow up re: fingerprints
Date: Tuesday, June 25, 2019 11:04:41 PM

Thank you for the additional information.

[REDACTED]

From: [REDACTED]
Sent: Tuesday, June 25, 2019 6:22:34 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Identification follow up re: fingerprints

Good Evening,

The Commonwealth Fusion Center received additional information from New Jersey regarding [REDACTED] (Attached). When obtaining the New Jersey license, [REDACTED] provided a Social Security Card bearing the Social Security Number that also appears on his Massachusetts Driver's License and his CLEAR report ([REDACTED]).

Respectfully,
[REDACTED]

[REDACTED]

[REDACTED]@pol.state.ma.us>
Sent: Tuesday, June 25, 2019 5:53 PM
To: [REDACTED]@pol.state.ma.us>
Cc: [REDACTED] pol.state.ma.us>; [REDACTED]
[REDACTED]@pol.state.ma.us>; [REDACTED]@pol.state.ma.us>;
[REDACTED]@pol.state.ma.us>; [REDACTED]
[REDACTED] pol.state.ma.us>; [REDACTED]@pol.State.MA.US>
Subject: Re: Identification follow up re: fingerprints

Hi Tpr. [REDACTED],

I have examined the prints of [REDACTED].

Although he does have two (2) fingers with [REDACTED]
[REDACTED]
[REDACTED]

The prints you took were very good and I do not believe that the AFIS system would have missed any previous arrests. In other words if there were a previous arrest under this name or any other it would have located it.

I have also searched his individual fingers as Latent Prints, which is how we find the true identity of individuals with good mutilations and I have not located any other fingerprint files on this individual in Mass. I am still waiting on the results of searches in the FBI NGI database. Should be back this evening. Will advise when they have come back.

I have also done name searches and no other files were located.

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

From: [REDACTED]
Sent: Tuesday, June 25, 2019 3:32 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Fw: Identification follow up

Good Afternoon - could we get this started - Thanks.

[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.

Respectfully,

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

From: [REDACTED]
Sent: Tuesday, June 25, 2019 12:15 PM
To: Commonwealth Fusion Center (POL)
Subject: Identification follow up

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

[REDACTED]
[REDACTED]

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

From: [REDACTED]
Cc: [REDACTED]
Subject: Re: Identification follow up re: fingerprints from FBI
Date: Tuesday, June 25, 2019 7:11:08 PM

Hi,

RE: [REDACTED]

There were no additional files found in the FBI database as a result of the searches I sent.

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

[REDACTED]
[REDACTED]

From: [REDACTED]
Sent: Tuesday, June 25, 2019 6:22 PM
To: [REDACTED], [REDACTED], [REDACTED]
Subject: RE: Identification follow up re: fingerprints

Good Evening,

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

[REDACTED]
[REDACTED]

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

[Redacted]

From: [Redacted]

Sent: Tuesday, June 25, 2019 5:53 PM

To: [Redacted]

Cc: [Redacted]

[Redacted]

Subject: Re: Identification follow up re: fingerprints

Hi Tpr. Micciche,

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Sent: Tuesday, June 25, 2019 3:32 PM

To: [REDACTED]

Cc: [REDACTED]

Subject: Fw: Identification follow up

Good Afternoon - could we get this started - Thanks.

[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: Commonwealth Fusion Center (POL)

Sent: Tuesday, June 25, 2019 3:13 PM

To: [REDACTED]

Cc: [REDACTED]

Subject: Fw: Identification follow up

Good Afternoon,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: Commonwealth Fusion Center (POL)

Sent: Tuesday, June 25, 2019 3:00 PM

To: [REDACTED]
[REDACTED]

Subject: Re: Identification follow up

Good Afternoon,

[REDACTED]

Respectfully,

[REDACTED]

From: [REDACTED]
Sent: Tuesday, June 25, 2019 12:15 PM
To: Commonwealth Fusion Center (POL)
Subject: Identification follow up

I am looking to try and find a positive identification on a party I arrested [REDACTED]. The subject had a valid MA license and mutilated finger prints which were discovered during booking. No results came back on the finger prints. [REDACTED]

[REDACTED]

[REDACTED]

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

From: [REDACTED]
To: [REDACTED]
Subject: RE: Identification follow up re: fingerprints
Date: Tuesday, June 25, 2019 6:22:39 PM
Attachments: [REDACTED]

Good Evening,

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Tuesday, June 25, 2019 5:53 PM
To: [REDACTED]
Cc: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] >
Subject: Re: Identification follow up re: fingerprints

Hi Tpr. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Tuesday, June 25, 2019 3:32 PM
To: [REDACTED]
Subject: Fw: Identification follow up

Good Afternoon - could we get this started - Thanks.
Carl

[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: Commonwealth Fusion Center (POL)
Sent: Tuesday, June 25, 2019 3:13 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Fw: Identification follow up

Good Afternoon,

[Redacted]

[Redacted]

[Redacted]

[Redacted]

From: Commonwealth Fusion Center (POL)

Sent: Tuesday, June 25, 2019 3:00 PM

To: [Redacted]

Cc: [Redacted]

Subject: Re: Identification follow up

Good Afternoon,

[Redacted]

[Redacted]

[Redacted]

From: [REDACTED]

Sent: Tuesday, June 25, 2019 12:15 PM

To: Commonwealth Fusion Center (POL)

Subject: Identification follow up

[REDACTED]

[REDACTED]

[REDACTED]

From: Vladimir.Smirnov@MassMail.State.MA.US
To: steve.mccollem@state.ma.us
Cc: rodney.bautista@state.ma.us; sye.chanthaboun@state.ma.us
Subject: SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)
Date: Tuesday, June 25, 2019 4:29:44 PM

Hey Steve,

You are correct. We do a weird thing in Staging where we use the DLN instead of the surrogate number for the "Person ID". This is because early on (R1) we had difficulty with the surrogate not being added on new customers. This would cause the Credential Manufacture job to always fail when we were sending over Credentials.

Thanks,
Vlad

SQR 8376: Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields

Low (Level 4) Production Support Correction SQR for Interface raised from MA RMV Production by goyette on Jun 11, 2019, Contact Person MR.winklerb.

PS - Test in MRS and assigned to MR.smccollem.

FCR solution number(s) are 5445.

Logs

Created by MR.Billy Goyette on Jun 11, 2019 8:08:42 PM

BusinessObject : MR_naMor.MR_naMorNpr
Environment : MRP
User : batch
DbUser :
RfrUser :
Machine : DOT-MAP-CHE-P05
Origin : StandAlone
Step : Set Folio Document Fields
RunDate : 6/11/2019
Access :
Status : 0
Timer : 2019-06-11 01746-96
Server :

ErrText

```
=====  
System.Exception: IN gaEpr.gaEprPrc AT STAGE: Reset Isolation Level  
---> System.Exception: IN gaEpr.gaEprRun AT STAGE: Execute method invoked  
---> System.Exception: IN MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields  
---> System.Exception: No IDs found for Customer Key: 827068480 and ID Types: SNUM,CNVSNU,DATSNU  
at MR.MR_agIss.MR_agIssCid.GetID(String pstrIDTypes, Boolean pblnForceID)  
at MR.MR_agIss.MR_agIssCid.get_SNumber()  
at MR.MR_naMor.MR_naMorNpr.Execute(Int32 plngInterfaceKey, Int32 plngActivityKey, String pstrInterfaceType, String  
pstrClientDocumentID, String pstrFolioID, Boolean& pblnSuccessful)  
--- End of inner exception stack trace ---  
at Fast.ggBom.ggBomBas.ExecuteMessageInternal(ggMsgObj& pMsg, Boolean pblnForceTransaction)  
at Fast.ggBom.ggBomBas.ExecuteMessage(ggMsgObj& pMsg)  
at Fast.gaEpr.gaEprRun.Execute(Int32 plngQueueKey, Int32 plngVer, Int32 plngVerLast, String pstrKey, String pstrEvent,  
String pstrSource, String pstrDestination, DateTime pdtmQueued, Int32 plngDeleted, DateTime pdtmIntervention, DateTime  
pdtmHoldTill, Int16 pintAttempts, Int32 plngCustomerKey, Int32 plngAccountKey, String pstrSourceQ, String  
pstrSuccessCriteria, String pstrData, Int64 pi64DeferredMessageGroupKey)  
--- End of inner exception stack trace ---  
at Fast.ggBom.ggBomBas.ExecuteMessageInternal(ggMsgObj& pMsg, Boolean pblnForceTransaction)  
at Fast.ggBom.ggBomBas.ExecuteMessageForceTransaction(ggMsgObj& pMsg)  
at Fast.gaEpr.gaEprPrc.Execute_gaEprRun(Boolean pblnForceTransaction, Int32 plngQueueKey, Int32 plngVer, Int32  
plngVerLast, String pstrKey, String pstrEvent, String pstrSource, String pstrDestination, DateTime pdtmQueued, Int32
```

plngDeleted, DateTime pdtmIntervention, DateTime pdtmHoldTill, Int16 pintAttempts, Int32 plngCustomerKey, Int32 plngAccountKey, String pstrSourceQ, String pstrSuccessCriteria, String pstrData, Int64 pi64DeferredMessageGroupKey) at Fast.gaEpr.gaEprPrc.Execute(Int32 plngQueueKey, String pstrEvent) --- End of inner exception stack trace --- at Fast.ggBom.ggBomBas.ExecuteMessageInternal(ggMsgObj& pMsg, Boolean pblnForceTransaction) at Fast.ggBom.ggBomBas.ExecuteMessage(ggMsgObj& pMsg) at Fast.ggBom.ggBomBas.RootExecute(Int32 plngRootKey, ggMsgObj& pMsg, ggLbiMsx& pMsx)

Log Text

=====
[plngInterfaceKey=1146912160] [plngActivityKey=28103048] [pstrInterfaceType=MORPHOnonprd]
[pstrClientDocumentID=11f6b30a-2505-4c7a-8c8e-d77f00c76569] [pstrFolioID=28103048.20190611001339]
[pblnSuccessful=False]

Type changed from Production Support Change to Production Support Correction by MR.Billy Goyette on Jun 11, 2019 8:08:46 PM

Status changed from PS - Submitted to PS - Prioritize by MR.Billy Goyette on Jun 11, 2019 8:08:50 PM

Status changed from PS - Prioritize to PS - Assigned by MR.Billy Goyette on Jun 11, 2019 8:08:53 PM

Assigned to MR.Brian Winkler by MR.Billy Goyette on Jun 11, 2019 8:09:00 PM

Email sent to unassigned <Brian.Winkler@dot.state.ma.us> by MR.goyettew on Jun 11, 2019 8:18:47 PM Jun 11, 2019 8:18:47 PM

To: Brian.Winkler@dot.state.ma.us

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Sorry, this might be invalid - Didn't realize the time stamps were from the midnight , not today's nightly.

Priority changed from Needs Prioritization to Low (Level 4) by MR.Brian Winkler on Jun 12, 2019 7:43:06 AM

Assigned to MR.Vladimir Smirnov by MR.Brian Winkler on Jun 12, 2019 7:43:15 AM

Developer changed to MR.Vladimir Smirnov by MR.Brian Winkler on Jun 12, 2019 7:43:20 AM

Status changed from PS - Assigned to PS - In Progress by MR.Vladimir Smirnov on Jun 13, 2019 8:51:48 AM

Manager changed to MR.Vladimir Smirnov by MR.Vladimir Smirnov on Jun 13, 2019 8:52:36 AM

Status changed from PS - In Progress to PS - Test in MRT by MR.Vladimir Smirnov on Jun 13, 2019 1:39:35 PM

Status changed from PS - Test in MRT to PS - Migrate to MRS by MR.Vladimir Smirnov on Jun 13, 2019 1:39:39 PM

Comment by MR.Vladimir Smirnov on Jun 14, 2019 1:18:29 PM

This change should fix the intervention received when trying to send Idemia a Non-Production Photo (for Facial Recognition) without having an active Customer Level S-Number. This scenario isn't very common but we want ALL images to go through FR to prevent fraud.

To Test:

- Create a new Customer with a Driver Account and issue them a permit
- On the Customer springboard navigate to the "Ids" tab
- Click on the S-Number that has a blank space under the "Account Type" and "Account" columns
- Click on the "Valid" header link
- Click "Yes" to inactivate the ID when the modal window comes up
- Send me the S-Number and I will send the Non-Production record to Idemia
- If the change was successful then we shouldn't see an intervention
- We can also go into Issuance 360 (the Idemia software Enforcement Services use to review FR hits) and verify that the record made it over successfully

NOTE: You should also be able to inactivate all of the S-Numbers on the Customer and receive the same result.

Status changed from PS - Migrate to MRS to PS - Test in MRS by MR.Vladimir Smirnov on Jun 14, 2019 1:20:13 PM

Assigned to MR.Steve McCollem by MR.Vladimir Smirnov on Jun 14, 2019 1:20:13 PM

FYI: No need for a DL/ID Workstation on this one.

Email sent to Vladimir Smirnov <Vladimir.Smirnov@MassMail.State.MA.US> by MR.smccollem on Jun 18, 2019 11:58:46 AM
Jun 18, 2019 11:58:46 AM

To: Vladimir.Smirnov@MassMail.State.MA.US

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Hi Vlad,

I used SA1120160 on this record. Please let me know the next steps.

-Steve

Attachment added by MR.Vladimir Smirnov on Jun 18, 2019 4:07:09 PM

Issuance 360 Record - June 18th

Email sent to Steve McCollem <steve mccollem@state.ma.us> by MR.smirnov on Jun 18, 2019 4:11:15 PM
Jun 18, 2019 4:11:15 PM

To: steve mccollem@state.ma.us

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Hey Steve,

It looks like that Interface was transmitted successfully. I have attached a screenshot of the Issuance 360 record for review.

Thanks,
Vlad

Email sent to Steve McCollem <steve mccollem@state.ma.us> by MR.smirnov on Jun 19, 2019 2:33:31 PM
Jun 19, 2019 2:33:31 PM

To: steve mccollem@state.ma.us

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Hey Steve,

Since the test was successful this SQR can be staged to Migrate to MRP (unless you want QA to run through it again).

Thanks,
Vlad

Email sent to Rodney Bautista <Rodney.Bautista@dot.state.ma.us> by MR.smccollem on Jun 24, 2019 2:38:02 PM
Jun 24, 2019 2:38:02 PM

To: Rodney.Bautista@dot.state.ma.us
Cc: sye.chanthaboun@state.ma.us

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Hi Rodney,

Can you run your automation cases on Tuesday to include a regression test of license manufacturing?

Thanks,
Steve

Assigned to MR.Rodney Bautista by MR.Steve McCollem on Jun 25, 2019 9:47:29 AM

Hi Rodney - Can you run your automation as a regression test for this?

Comment by MR.Rodney Bautista on Jun 25, 2019 12:36:02 PM

Consulted Vlad on this SQR and how to test.

Ran my automated scripts that create credentials in MIS ATLAS.

url to the report:

\\datacluster.massdot.trans.internal\Common\Development\Projects\PRJ0010251\SQR8376_IssueCredentials\atlasIndexPage.html

Summary of contents below:

I. ATLAS Service Center Create Credentials

I-1. MIS Create Class A License REAL Successful 9 minutes 31 seconds; 51 screen shots
CDL Class A License SA1710267 created

I-2. MIS Create Class C License REAL Successful 9 minutes 59 seconds; 52 screen shots
Class D License SA1710367 created

I-3. MIS Create Class D License REAL Successful 5 minutes 23 seconds; 27 screen shots
Class D License SA1710867 created

I-4. MIS Create Class M License REAL Successful 5 minutes 15 seconds; 27 screen shots
MCY License SA1710967 created

I-5. MIS Create Mass ID REAL Successful 6 minutes 21 seconds; 20 screen shots
ID Card SA1710667 created

I-6. MIS Create Liquor ID REAL Successful 3 minutes 34 seconds; 20 screen shots
Liquor ID SA1710767 created

I-7. MIS Create Driving Instructor REAL Successful 9 minutes 53 seconds; 52 screen shots
Driving Instructor SA1710168 created

I will now rely on Vlad to verify that the information on the newly created credentials were successfully interfaced to Morpho.

Assigned to MR.Vladimir Smirnov by MR.Rodney Bautista on Jun 25, 2019 12:36:18 PM

Attachment added by MR.Vladimir Smirnov on Jun 25, 2019 3:55:01 PM

Transmitted Credentials

Assigned to MR.Steve McCollem by MR.Vladimir Smirnov on Jun 25, 2019 3:59:17 PM

Hey Steve,

I have attached the results of Rodney's regression test. Can you review the results and stage the SQR if it is good to go to MRP?

Thanks,
Vlad

Email sent to Vladimir Smirnov <Vladimir.Smirnov@MassMail.State.MA.US> by MR.smcollem on Jun 25, 2019 4:20:44 PM

To: Vladimir.Smirnov@MassMail.State.MA.US
Cc: Rodney.Bautista@dot.state.ma.us; sye.chanthaboun@state.ma.us

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Hi Vlad,

Should the surrogate id be the S/SA#? I don't think that's correct. I believe the first one on the list should have 016075441 as the surrogate not SA1710267.

Can you please clarify?

Thanks,
Steve

Email sent to Steve McCollem <steve mcollem@state ma.us> by MR.smirnovv on Jun 25, 2019 4:29:17 PM Jun 25, 2019 4:29:17 PM

To: steve mcollem@state.ma.us

Cc: Rodney.Bautista@dot.state ma.us; sye.chanthaboun@state ma.us

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Hey Steve,

You are correct. We do a weird thing in Staging where we use the DLN instead of the surrogate number for the "Person ID". This is because early on (R1) we had difficulty with the surrogate not being added on new customers. This would cause the Credential Manufacture job to always fail when we were sending over Credentials.

Thanks,
Vlad

From: steve.mccollem@state.ma.us
To: vladimir.smirnov@state.ma.us
Cc: rodneymccollem@state.ma.us; sye.chanthaboun@state.ma.us
Subject: SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)
Date: Tuesday, June 25, 2019 4:21:09 PM

Hi Vlad,

Should the surrogate id be the S/SA#? I don't think that's correct. I believe the first one on the list should have 016075441 as the surrogate not SA1710267.

Can you please clarify?

Thanks,
Steve

SQR 8376: Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields

Low (Level 4) Production Support Correction SQR for Interface raised from MA RMV Production by goyette on Jun 11, 2019, Contact Person MR.winklerb.

PS - Test in MRS and assigned to MR.smccollem.

FCR solution number(s) are 5445.

Logs

Created by MR.Billy Goyette on Jun 11, 2019 8:08:42 PM

BusinessObject : MR_naMor.MR_naMorNpr
Environment : MRP
User : batch
DbUser :
RfrUser :
Machine : DOT-MAP-CHE-P05
Origin : StandAlone
Step : Set Folio Document Fields
RunDate : 6/11/2019
Access :
Status : 0
Timer : 2019-06-11 01746-96
Server :

ErrText

```
=====
System.Exception: IN gaEpr.gaEprPrc AT STAGE: Reset Isolation Level
---> System.Exception: IN gaEpr.gaEprRun AT STAGE: Execute method invoked
---> System.Exception: IN MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields
---> System.Exception: No IDs found for Customer Key: 827068480 and ID Types: SNUM,CNVSNU,DATSNU
at MR.MR_agIss.MR_agIssCid.GetID(String pstrIDTypes, Boolean pblnForceID)
at MR.MR_agIss.MR_agIssCid.get_SNumber()
at MR.MR_naMor.MR_naMorNpr.Execute(Int32 plngQueueKey, Int32 plngActivityKey, String pstrInterfaceType, String
pstrClientDocumentID, String pstrFolioID, Boolean& pblnSuccessful)
--- End of inner exception stack trace ---
at Fast.ggBom.ggBomBas.ExecuteMessageInternal(ggMsgObj& pMsg, Boolean pblnForceTransaction)
at Fast.ggBom.ggBomBas.ExecuteMessage(ggMsgObj& pMsg)
at Fast.gaEpr.gaEprRun.Execute(Int32 plngQueueKey, Int32 plngVer, Int32 plngVerLast, String pstrKey, String pstrEvent,
String pstrSource, String pstrDestination, DateTime pdtmQueued, Int32 plngDeleted, DateTime pdtmIntervention, DateTime
pdtmHoldTill, Int16 pintAttempts, Int32 plngCustomerKey, Int32 plngAccountKey, String pstrSourceQ, String
pstrSuccessCriteria, String pstrData, Int64 pi64DeferredMessageGroupKey)
--- End of inner exception stack trace ---
at Fast.ggBom.ggBomBas.ExecuteMessageInternal(ggMsgObj& pMsg, Boolean pblnForceTransaction)
at Fast.ggBom.ggBomBas.ExecuteMessageForceTransaction(ggMsgObj& pMsg)
at Fast.gaEpr.gaEprPrc.Execute_gaEprRun(Boolean pblnForceTransaction, Int32 plngQueueKey, Int32 plngVer, Int32
```

plngVerLast, String pstrKey, String pstrEvent, String pstrSource, String pstrDestination, DateTime pdtmQueued, Int32 plngDeleted, DateTime pdtmIntervention, DateTime pdtmHoldTill, Int16 pintAttempts, Int32 plngCustomerKey, Int32 plngAccountKey, String pstrSourceQ, String pstrSuccessCriteria, String pstrData, Int64 pi64DeferredMessageGroupKey) at Fast.gaEpr.gaEprPrc.Execute(Int32 plngQueueKey, String pstrEvent)
--- End of inner exception stack trace ---
at Fast.ggBom.ggBomBas.ExecuteMessageInternal(ggMsgObj& pMsg, Boolean pblnForceTransaction)
at Fast.ggBom.ggBomBas.ExecuteMessage(ggMsgObj& pMsg)
at Fast.ggBom.ggBomBas.RootExecute(Int32 plngRootKey, ggMsgObj& pMsg, ggLbiMsx& pMsx)

Log Text

=====
[plngInterfaceKey=1146912160] [plngActivityKey=28103048] [pstrInterfaceType=MORPHOnonprd]
[pstrClientDocumentID=11f6b30a-2505-4c7a-8c8e-d77f00c76569] [pstrFolioID=28103048.20190611001339]
[pblnSuccessful=False]

Type changed from Production Support Change to Production Support Correction by MR.Billy Goyette on Jun 11, 2019 8:08:46 PM

Status changed from PS - Submitted to PS - Prioritize by MR.Billy Goyette on Jun 11, 2019 8:08:50 PM

Status changed from PS - Prioritize to PS - Assigned by MR.Billy Goyette on Jun 11, 2019 8:08:53 PM

Assigned to MR.Brian Winkler by MR.Billy Goyette on Jun 11, 2019 8:09:00 PM

Email sent to unassigned <Brian.Winkler@dot.state.ma.us> by MR.goyettew on Jun 11, 2019 8:18:47 PM Jun 11, 2019 8:18:47 PM

To: Brian.Winkler@dot.state.ma.us

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Sorry, this might be invalid - Didn't realize the time stamps were from the midnight , not today's nightly.

Priority changed from Needs Prioritization to Low (Level 4) by MR.Brian Winkler on Jun 12, 2019 7:43:06 AM

Assigned to MR.Vladimir Smirnov by MR.Brian Winkler on Jun 12, 2019 7:43:15 AM

Developer changed to MR.Vladimir Smirnov by MR.Brian Winkler on Jun 12, 2019 7:43:20 AM

Status changed from PS - Assigned to PS - In Progress by MR.Vladimir Smirnov on Jun 13, 2019 8:51:48 AM

Manager changed to MR.Vladimir Smirnov by MR.Vladimir Smirnov on Jun 13, 2019 8:52:36 AM

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Comment by MR.Vladimir Smirnov on Jun 14, 2019 1:18:29 PM

This change should fix the intervention received when trying to send Idemia a Non-Production Photo (for Facial Recognition) without having an active Customer Level S-Number. This scenario isn't very common but we want ALL images to go through FR to prevent fraud.

To Test:

- Create a new Customer with a Driver Account and issue them a permit
- On the Customer springboard navigate to the "Ids" tab
- Click on the S-Number that has a blank space under the "Account Type" and "Account" columns
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Status changed from PS - Migrate to MRS to PS - Test in MRS by MR.Vladimir Smirnov on Jun 14, 2019 1:20:13 PM

Assigned to MR.Steve McCollem by MR.Vladimir Smirnov on Jun 14, 2019 1:20:13 PM

FYI: No need for a DL/ID Workstation on this one.

Email sent to Vladimir Smirnov <Vladimir.Smirnov@MassMail.State.MA.US> by MR.smccollem on Jun 18, 2019 11:58:46 AM Jun 18, 2019 11:58:46 AM

To: Vladimir.Smirnov@MassMail.State.MA.US

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Hi Vlad,

I used SA1120160 on this record. Please let me know the next steps.

-Steve

Attachment added by MR.Vladimir Smirnov on Jun 18, 2019 4:07:09 PM

Issuance 360 Record - June 18th

Email sent to Steve McCollem <steve mccollem@state.ma.us> by MR.smirnov on Jun 18, 2019 4:11:15 PM Jun 18, 2019 4:11:15 PM

To: steve mccollem@state.ma.us

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Hey Steve,

It looks like that Interface was transmitted successfully. I have attached a screenshot of the Issuance 360 record for review.

Thanks,
Vlad

Email sent to Steve McCollem <steve mccollem@state.ma.us> by MR.smirnov on Jun 19, 2019 2:33:31 PM Jun 19, 2019 2:33:31 PM

To: steve mccollem@state.ma.us

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

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Thanks,
Vlad

Email sent to Rodney Bautista <Rodney.Bautista@dot.state.ma.us> by MR.smccollem on Jun 24, 2019 2:38:02 PM Jun 24, 2019 2:38:02 PM

To: Rodney.Bautista@dot.state.ma.us
Cc: sye.chanthaboun@state.ma.us

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Hi Rodney,

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Thanks,
Steve

Assigned to MR.Rodney Bautista by MR.Steve McCollem on Jun 25, 2019 9:47:29 AM

Hi Rodney - Can you run your automation as a regression test for this?

Comment by MR.Rodney Bautista on Jun 25, 2019 12:36:02 PM

Consulted Vlad on this SQR and how to test.

Ran my automated scripts that create credentials in M1S ATLAS.

url to the report:

\\datacluster.massdot.trans.internal\Common\Development\Projects\PRJ0010251\SQR8376_IssueCredentials\atlasIndexPage.html

Summary of contents below:

I. ATLAS Service Center Create Credentials

I-1. M1S Create Class A License REAL Successful 9 minutes 31 seconds; 51 screen shots
CDL Class A License SA1710267 created

I-2. M1S Create Class C License REAL Successful 9 minutes 59 seconds; 52 screen shots
Class D License SA1710367 created

I-3. M1S Create Class D License REAL Successful 5 minutes 23 seconds; 27 screen shots
Class D License SA1710867 created

I-4. M1S Create Class M License REAL Successful 5 minutes 15 seconds; 27 screen shots
MCY License SA1710967 created

I-5. M1S Create Mass ID REAL Successful 6 minutes 21 seconds; 20 screen shots
ID Card SA1710667 created

I-6. M1S Create Liquor ID REAL Successful 3 minutes 34 seconds; 20 screen shots
Liquor ID SA1710767 created

I-7. M1S Create Driving Instructor REAL Successful 9 minutes 53 seconds; 52 screen shots
Driving Instructor SA1710168 created

I will now rely on Vlad to verify that the information on the newly created credentials were successfully interfaced to Morpho.

Assigned to MR.Vladimir Smirnov by MR.Rodney Bautista on Jun 25, 2019 12:36:18 PM

Attachment added by MR.Vladimir Smirnov on Jun 25, 2019 3:55:01 PM

Transmitted Credentials

Assigned to MR.Steve McCollem by MR.Vladimir Smirnov on Jun 25, 2019 3:59:17 PM

Hey Steve,

I have attached the results of Rodney's regression test. Can you review the results and stage the SQR if it is good to go to MRP?

Thanks,
Vlad

Email sent to Vladimir Smirnov <Vladimir.Smirnov@MassMail.State.MA.US> by MR.smccollem on Jun 25, 2019 4:20:44 PM Jun 25, 2019 4:20:44 PM

To: Vladimir.Smirnov@MassMail.State.MA.US
Cc: Rodney.Bautista@dot.state.ma.us; sye.chanthaboun@state.ma.us

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Hi Vlad,

Should the surrogate id be the S/SA#? I don't think that's correct. I believe the first one on the list should have 016075441 as the surrogate not SA1710267.

Can you please clarify?

Thanks,
Steve

From: [McCollem Steve \(DOT\)](#)
To: [Smirnov Vladimir \(ATLAS\)](#)
Cc: [Bautista Rodney \(DOT\)](#); [Chanthaboun Sye \(DOT\)](#)
Subject: SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)
Date: Tuesday, June 25, 2019 4:20:59 PM

Hi Vlad,

Should the surrogate id be the S/SA#? I don't think that's correct. I believe the first one on the list should have 016075441 as the surrogate not SA1710267.

Can you please clarify?

Thanks,
Steve

SQR 8376: Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields

Low (Level 4) Production Support Correction SQR for Interface raised from MA RMV Production by goyette on Jun 11, 2019, Contact Person MR.winklerb.

PS - Test in MRS and assigned to MR.smccollem.

FCR solution number(s) are 5445.

Logs

Created by MR.Billy Goyette on Jun 11, 2019 8:08:42 PM

BusinessObject : MR_naMor.MR_naMorNpr
Environment : MRP
User : batch
DbUser :
RfrUser :
Machine : DOT-MAP-CHE-P05
Origin : StandAlone
Step : Set Folio Document Fields
RunDate : 6/11/2019
Access :
Status : 0
Timer : 2019-06-11 01746-96
Server :

ErrText

```
=====
System.Exception: IN gaEpr.gaEprPrc AT STAGE: Reset Isolation Level
---> System.Exception: IN gaEpr.gaEprRun AT STAGE: Execute method invoked
---> System.Exception: IN MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields
---> System.Exception: No IDs found for Customer Key: 827068480 and ID Types: SNUM,CNVSNU,DATSNU
at MR.MR_agIss.MR_agIssCid.GetID(String pstrIDTypes, Boolean pblnForceID)
at MR.MR_agIss.MR_agIssCid.get_SNumber()
at MR.MR_naMor.MR_naMorNpr.Execute(Int32 plngQueueKey, Int32 plngActivityKey, String pstrInterfaceType, String
pstrClientDocumentID, String pstrFolioID, Boolean& pblnSuccessful)
--- End of inner exception stack trace ---
at Fast.ggBom.ggBomBas.ExecuteMessageInternal(ggMsgObj& pMsg, Boolean pblnForceTransaction)
at Fast.ggBom.ggBomBas.ExecuteMessage(ggMsgObj& pMsg)
at Fast.gaEpr.gaEprRun.Execute(Int32 plngQueueKey, Int32 plngVer, Int32 plngVerLast, String pstrKey, String pstrEvent,
String pstrSource, String pstrDestination, DateTime pdtmQueued, Int32 plngDeleted, DateTime pdtmIntervention, DateTime
pdtmHoldTill, Int16 pintAttempts, Int32 plngCustomerKey, Int32 plngAccountKey, String pstrSourceQ, String
pstrSuccessCriteria, String pstrData, Int64 pi64DeferredMessageGroupKey)
--- End of inner exception stack trace ---
at Fast.ggBom.ggBomBas.ExecuteMessageInternal(ggMsgObj& pMsg, Boolean pblnForceTransaction)
at Fast.ggBom.ggBomBas.ExecuteMessageForceTransaction(ggMsgObj& pMsg)
at Fast.gaEpr.gaEprPrc.Execute_gaEprRun(Boolean pblnForceTransaction, Int32 plngQueueKey, Int32 plngVer, Int32
```

plngVerLast, String pstrKey, String pstrEvent, String pstrSource, String pstrDestination, DateTime pdtmQueued, Int32 plngDeleted, DateTime pdtmIntervention, DateTime pdtmHoldTill, Int16 pintAttempts, Int32 plngCustomerKey, Int32 plngAccountKey, String pstrSourceQ, String pstrSuccessCriteria, String pstrData, Int64 pi64DeferredMessageGroupKey) at Fast.gaEpr.gaEprPrc.Execute(Int32 plngQueueKey, String pstrEvent)
--- End of inner exception stack trace ---
at Fast.ggBom.ggBomBas.ExecuteMessageInternal(ggMsgObj& pMsg, Boolean pblnForceTransaction)
at Fast.ggBom.ggBomBas.ExecuteMessage(ggMsgObj& pMsg)
at Fast.ggBom.ggBomBas.RootExecute(Int32 plngRootKey, ggMsgObj& pMsg, ggLbiMsx& pMsx)

Log Text

=====
[plngInterfaceKey=1146912160] [plngActivityKey=28103048] [pstrInterfaceType=MORPHOnonprd]
[pstrClientDocumentID=11f6b30a-2505-4c7a-8c8e-d77f00c76569] [pstrFolioID=28103048.20190611001339]
[pblnSuccessful=False]

Type changed from Production Support Change to Production Support Correction by MR.Billy Goyette on Jun 11, 2019 8:08:46 PM

Status changed from PS - Submitted to PS - Prioritize by MR.Billy Goyette on Jun 11, 2019 8:08:50 PM

Status changed from PS - Prioritize to PS - Assigned by MR.Billy Goyette on Jun 11, 2019 8:08:53 PM

Assigned to MR.Brian Winkler by MR.Billy Goyette on Jun 11, 2019 8:09:00 PM

Email sent to unassigned <Brian.Winkler@dot.state.ma.us> by MR.goyettew on Jun 11, 2019 8:18:47 PM Jun 11, 2019 8:18:47 PM

To: Brian.Winkler@dot.state.ma.us

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Sorry, this might be invalid - Didn't realize the time stamps were from the midnight , not today's nightly.

Priority changed from Needs Prioritization to Low (Level 4) by MR.Brian Winkler on Jun 12, 2019 7:43:06 AM

Assigned to MR.Vladimir Smirnov by MR.Brian Winkler on Jun 12, 2019 7:43:15 AM

Developer changed to MR.Vladimir Smirnov by MR.Brian Winkler on Jun 12, 2019 7:43:20 AM

Status changed from PS - Assigned to PS - In Progress by MR.Vladimir Smirnov on Jun 13, 2019 8:51:48 AM

Manager changed to MR.Vladimir Smirnov by MR.Vladimir Smirnov on Jun 13, 2019 8:52:36 AM

Status changed from PS - In Progress to PS - Test in MRT by MR.Vladimir Smirnov on Jun 13, 2019 1:39:35 PM

Status changed from PS - Test in MRT to PS - Migrate to MRS by MR.Vladimir Smirnov on Jun 13, 2019 1:39:39 PM

Comment by MR.Vladimir Smirnov on Jun 14, 2019 1:18:29 PM

This change should fix the intervention received when trying to send Idemia a Non-Production Photo (for Facial Recognition) without having an active Customer Level S-Number. This scenario isn't very common but we want ALL images to go through FR to prevent fraud.

To Test:

- Create a new Customer with a Driver Account and issue them a permit
- On the Customer springboard navigate to the "Ids" tab
- Click on the S-Number that has a blank space under the "Account Type" and "Account" columns
- Click on the "Valid" header link
- Click "Yes" to inactivate the ID when the modal window comes up
- Send me the S-Number and I will send the Non-Production record to Idemia
- If the change was successful then we shouldn't see an intervention
- We can also go into Issuance 360 (the Idemia software Enforcement Services use to review FR hits) and verify that the record made it over successfully

NOTE: You should also be able to inactivate all of the S-Numbers on the Customer and receive the same result.

Status changed from PS - Migrate to MRS to PS - Test in MRS by MR.Vladimir Smirnov on Jun 14, 2019 1:20:13 PM

Assigned to MR.Steve McCollem by MR.Vladimir Smirnov on Jun 14, 2019 1:20:13 PM

FYI: No need for a DL/ID Workstation on this one.

Email sent to Vladimir Smirnov <Vladimir.Smirnov@MassMail.State.MA.US> by MR.smccollem on Jun 18, 2019 11:58:46 AM
Jun 18, 2019 11:58:46 AM

To: Vladimir.Smirnov@MassMail.State.MA.US

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Hi Vlad,

I used SA1120160 on this record. Please let me know the next steps.

-Steve

Attachment added by MR.Vladimir Smirnov on Jun 18, 2019 4:07:09 PM

Issuance 360 Record - June 18th

Email sent to Steve McCollem <steve mccollem@state.ma.us> by MR.smirnov on Jun 18, 2019 4:11:15 PM
Jun 18, 2019 4:11:15 PM

To: steve mccollem@state.ma.us

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Hey Steve,

It looks like that Interface was transmitted successfully. I have attached a screenshot of the Issuance 360 record for review.

Thanks,
Vlad

Email sent to Steve McCollem <steve mccollem@state.ma.us> by MR.smirnov on Jun 19, 2019 2:33:31 PM
Jun 19, 2019 2:33:31 PM

To: steve mccollem@state.ma.us

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Hey Steve,

Since the test was successful this SQR can be staged to Migrate to MRP (unless you want QA to run through it again).

Thanks,
Vlad

Email sent to Rodney Bautista <Rodney.Bautista@dot.state.ma.us> by MR.smccollem on Jun 24, 2019 2:38:02 PM
Jun 24, 2019 2:38:02 PM

To: Rodney.Bautista@dot.state.ma.us
Cc: sye.chanthaboun@state.ma.us

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Hi Rodney,

Can you run your automation cases on Tuesday to include a regression test of license manufacturing?

Thanks,
Steve

Assigned to MR.Rodney Bautista by MR.Steve McCollem on Jun 25, 2019 9:47:29 AM

Hi Rodney - Can you run your automation as a regression test for this?

Comment by MR.Rodney Bautista on Jun 25, 2019 12:36:02 PM

Consulted Vlad on this SQR and how to test.

Ran my automated scripts that create credentials in M1S ATLAS.

url to the report:

\\datacluster.massdot.trans.internal\Common\Development\Projects\PRJ0010251\SQR8376_IssueCredentials\atlasIndexPage.html

Summary of contents below:

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I will now rely on Vlad to verify that the information on the newly created credentials were successfully interfaced to Morpho.

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Attachment added by MR.Vladimir Smirnov on Jun 25, 2019 3:55:01 PM

Transmitted Credentials

Assigned to MR.Steve McCollem by MR.Vladimir Smirnov on Jun 25, 2019 3:59:17 PM

Hey Steve,

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Thanks,
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Email sent to Vladimir Smirnov <Vladimir.Smirnov@MassMail.State.MA.US> by MR.smccollem on Jun 25, 2019 4:20:44 PM Jun 25, 2019 4:20:44 PM

To: Vladimir.Smirnov@MassMail.State.MA.US
Cc: Rodney.Bautista@dot.state.ma.us; sye.chanthaboun@state.ma.us

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Hi Vlad,

Should the surrogate id be the S/SA#? I don't think that's correct. I believe the first one on the list should have 016075441 as the surrogate not SA1710267.

Can you please clarify?

Thanks,
Steve

From: [Hope, Susan \(DOT\)](#)
To: [Witt, William \(DOT\)](#); [Rosenberg, Harri \(DOT\)](#)
Cc: [Lindholm, Jeff \(DOT\)](#); [Hope, Susan \(DOT\)](#)
Subject: citrix license info.xlsx
Date: Tuesday, June 25, 2019 4:04:47 PM
Attachments: [citrix license info.xlsx](#)

Hi,

I didn't complete this entirely as it is time consuming to look at each user account. However, I have the potential "removes" up to 180+ which would help with our current overage. Also, the data is only as good as what's kept up to date in AD so keep that in mind.

Sue

From: [Gurney, Todd \(DOT\)](#)
To: [Berke, Jean \(DOT\)](#)
Subject: 2016 AAMVA DL Standards
Date: Tuesday, June 25, 2019 3:55:00 PM
Attachments: [2016 Card Design Standard.pdf](#)

Pg 55

From: [Walker, Stephen \(DOT\)](#)
To: [REDACTED] [MSP-DL - Facial Rec ES](#)
Subject: RE: Unknown male
Date: Tuesday, June 25, 2019 3:51:50 PM

Detective [REDACTED],

I have run Facial Recognition on your subject. No match was found. If you have anything further please do not hesitate to contact our office.

Respectfully,

Trooper First Class Stephen Walker #2033

MASSACHUSETTS STATE POLICE
FRAUD IDENTIFICATION UNIT
CRIMINAL INFORMATION AND INTELLIGENCE SECTION
DIVISION OF HOMELAND SECURITY PREPAREDNESS
TEN PARK PLAZA
BOSTON, MA 02116
OFFICE: 1-857-368-8626
CELL: 1-857-600-6836
FAX: 1-857-368-0645
FAX2: 1-857-368-0649
STEPHEN.WALKER@DOT.STATE.MA.US

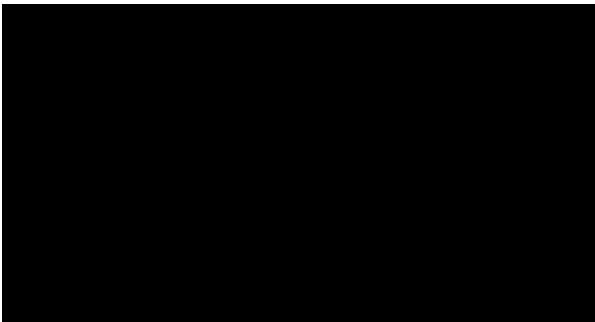
THE PRECEDING EMAIL MESSAGE (INCLUDING ANY ATTACHMENTS) CONTAINS INFORMATION THAT MAY BE CONFIDENTIAL, MAY BE PROTECTED BY THE ATTORNEY-CLIENT OR OTHER APPLICABLE PRIVILEGES, OR MAY CONSTITUTE NON-PUBLIC INFORMATION. IT IS INTENDED TO BE CONVEYED ONLY TO THE DESIGNATED RECIPIENT(S) NAMED ABOVE. IF YOU 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]@maynardpolice.com]
Sent: Tuesday, June 25, 2019 2:18 PM
To: MSP-DL - Facial Rec ES
Subject: Unknown male

Good afternoon,

We had a medical recently involving an elderly male who did not know his name or where he lived. I am trying to identify the male in the attached picture.

Thank you



Please Note: This message is a matter of public record and may contain legally privileged information. This message is intended only for the use of the individual or entity to which it is addressed and may contain

information which is privileged, confidential, proprietary or unlawful to disclose. When responding, please remember that the Secretary of State's Office has determined that government e-mail communications are a matter of public record. If you are not the intended recipient, or believe that you have received this communication in error, you must not print, copy, retransmit, disseminate, or otherwise use the information. Please indicate to the sender that you have received this email in error, and delete the copy you received.

From: [REDACTED]
Subject: RE: TEST FR Request
Date: Tuesday, June 25, 2019 3:14:49 PM
Attachments: [REDACTED]

Hi TPR,

Thanks for your assistance. Looking for facial recognition for this guy we spoke about. I may need to drop by with the physical photo I have from [REDACTED]

[REDACTED]

[REDACTED]

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

[REDACTED]
[REDACTED]

From: Malhotra, Danish (DOT)
Sent: Tuesday, June 25, 2019 3:08 PM
To: [REDACTED]
Subject: TEST FR Request

Respectfully Submitted,

***Tpr. Danny Malhotra #3642
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza 2nd Floor
Boston, MA 02116
danish.malhotra2@dot.state.ma.us
Office: (857) 368-9500
Desk: (857) 368-8622
Cell: (857)-324-0411
Fax: (857) 368-0649***

From: [Bautista_Rodney \(DOT\)](#)
To: steve.mccollem@state.ma.us
Cc: [Charthaboun_Sye \(DOT\)](#); [Smirnov_Vladimir \(ATLAS\)](#)
Subject: RE: SQR 8376 has been assigned to you (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)
Date: Tuesday, June 25, 2019 12:38:00 PM
Attachments: [image013.png](#)
[image014.png](#)
[image017.png](#)

Team,

I updated this SQR with comments and assigned it to Vlad.

Rodney

Consulted Vlad on this SQR and how to test.

Ran my automated scripts that create credentials in MIS ATLAS.

url to the report:

\\datacluster.massdot.trans.internal\Common\Development\Projects\PRJ0010251\SQR8376_IssueCredentials\atlasIndexPage.html

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Driving Instructor SA1710168 created

I will now rely on Vlad to verify that the information on the newly created credentials were successfully interfaced to Morpho.

SQR 8376 Issue Credentials / Verify Morpho Interface

June 25, 2019 12:27

- by Rodney Bautista











| | | | | | |
|---|------------------------|---------------------------|---|--------------------|-----|
|  | Automation Test Cases: | 7 |  | Screenshots Taken: | 249 |
|  | Successful Test Cases: | 7 |  | Downloaded PDFs: | 0 |
|  | Failed Test Cases: | 0 |  | Generated Emails: | 0 |
|  | Total Run Times: | 0 hours and 49 minutes |  | SQLs Executed: | 10 |

Table of Contents

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|---|------------|---------------------------------------|
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I. ATLAS Service Center Create Credentials

I-1 M1S Create Commercial Driver License REAL

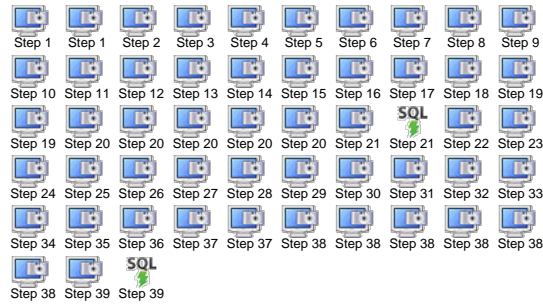
- ✓ Step 1. Start Atlas and Login success
- Step 2. Navigate to Service Center success
- Step 3. Customer Individual Info success
- Step 4. Capture Photo/Signature Images success
- Step 5. Summary Page success
- Step 6. Launchpad Issuance Transactions success
- Step 7. Credential Application success
- Step 8. Photo Capture Page Passthru success
- Step 9. Credential Selection success
- Step 10. Demographic Information success
- Step 11. Vision Verification success
- Step 12. Proof Documents success
- Step 13. Statutory Questions success
- Step 14. AAMVA Checks success
- Step 15. Restrictions success
- Step 16. Review success
- Step 17. Fees success
- Step 18. Summary Page success
- Step 19. Accept Payment success
- Step 20. Pass Exams success
- Step 21. Check Class D License Status (Expect Active) success
- Step 22. A Navigate To Issue Credential success
- Step 23. A Individual Info success
- Step 24. A Photo Capture Page Passthru success
- Step 25. A Credential Selection success
- Step 26. A Demographic Information success
- Step 27. A Vision Verification success
- Step 28. A Proof Documents success
- Step 29. A Statutory Questions success
- Step 30. A Self Certification success
- Step 31. A AAMVA Checks success
- Step 32. A Endorsements success
- Step 33. A Restrictions success
- Step 34. A Review success
- Step 35. A Fees success
- Step 36. A Summary Page success
- Step 37. A Accept Payment success
- Step 38. A Change Exam Results success
- Step 39. Check CDL-A Status (Expect Active) success

ASHLEY MARIE RBRRGBGFFBACC
 98 EARLY RED CIR
 PLYMOUTH MA 02360-1792
 Date of Birth: 17-Jan-1988
 Class D License SA1710267 created
 CDL Class A License SA1710267 created

Start Time: 2019-06-25 10:22:29
 Run Time: 9 minutes 31 seconds



Signature



I-2 M1S Create CDL Class C REAL

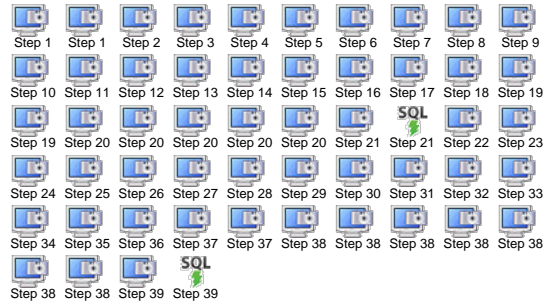
- ✓ Step 1. Start Atlas and Login success
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- Step 30. C Self Certification success
- Step 31. C AAMVA Checks success
- Step 32. C Endorsements success
- Step 33. C Restrictions success
- Step 34. C Review success
- Step 35. C Fees success
- Step 36. C Summary Page success
- Step 37. C Accept Payment success
- Step 38. C Change Exam Results success
- Step 39. Check CDL-C Status (Expect Active) success

KAYLA NOREEN RBRRGBGFFBADC
 65 RICHARD RD
 BRAintree MA 02184-7727
 Date of Birth: 28-Nov-1989
 Class D License SA1710367 created

Start Time: 2019-06-25 10:32:00
 Run Time: 9 minutes 59 seconds



Signature



I-3 M1S Create Class D License REAL

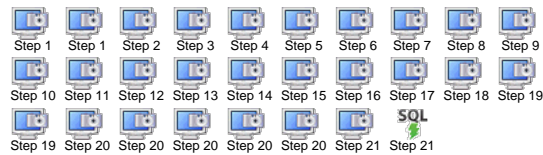
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- Step 16. Review success
- Step 17. Fees success
- Step 18. Summary Page success
- Step 19. Accept Payment success
- Step 20. Pass Exams success
- Step 21. Check Class D License Status (Expect Active) success

BOCAR NICHOLAS RBRRGBGFFBDDC
 29 ELLINGWOOD ST
 ROXBURY MA 02120-3366
 Date of Birth: 09-Oct-1996
 Class D License SA1710867 created

Start Time: 2019-06-25 11:32:20
 Run Time: 5 minutes 23 seconds



Signature



I-4 M1S Create Class M License REAL

- ✓ Step 1. Start Atlas and Login success
- Step 2. Navigate to Service Center success
- Step 3. Customer Individual Info success
- Step 4. Capture Photo/Signature Images success

LOCKSLEY KEMOY RBRRGBGFFBDDH
 133 RUSSELL ST
 BRUNSWICK MA 01104-1426
 Date of Birth: 09-Dec-1989

[Step 5. Summary Page](#) success
[Step 6. Launchpad Issuance Transactions](#) success
[Step 7. Credential Application](#) success
[Step 8. Photo Capture Page Passthru](#) success
[Step 9. Credential Selection](#) success
[Step 10. Demographic Information](#) success
[Step 11. Vision Verification](#) success
[Step 12. Proof Documents](#) success
[Step 13. Statutory Questions](#) success
[Step 14. AAMVA Checks](#) success
[Step 15. Restrictions](#) success
[Step 16. Review](#) success
[Step 17. Fees](#) success
[Step 18. Summary Page](#) success
[Step 19. Pass Written Exam](#) success
[Step 20. Navigate To Issue Credential](#) success
[Step 21. Add Motorcycle Road Exam](#) success
[Step 22. Accept Payment](#) success
[Step 23. Check Class M License Status \(Expect Active\)](#) success

I-5 **M1S Create Mass ID REAL**

✓ [Step 1. Start Atlas and Login](#) success
[Step 2. Navigate to Service Center](#) success
[Step 3. Customer Individual Info](#) success
[Step 4. Capture Photo/Signature Images](#) success
[Step 5. Summary Page](#) success
[Step 6. Launchpad Issuance Transactions](#) success
[Step 7. Credential Application](#) success
[Step 8. Photo Capture Page Passthru](#) success
[Step 9. Credential Selection](#) success
[Step 10. Demographic Information](#) success
[Step 11. Proof Documents](#) success
[Step 12. Statutory Questions](#) success
[Step 13. AAMVA Checks](#) success
[Step 14. Review](#) success
[Step 15. Fees](#) success
[Step 16. Summary Page](#) success
[Step 17. Accept Payment](#) success
[Step 18. Check Mass Id Status \(Expect Active\)](#) success



I-6 **M1S Create Liquor ID REAL**

✓ [Step 1. Start Atlas and Login](#) success
[Step 2. Navigate to Service Center](#) success
[Step 3. Customer Individual Info](#) success
[Step 4. Capture Photo/Signature Images](#) success
[Step 5. Summary Page](#) success
[Step 6. Launchpad Issuance Transactions](#) success
[Step 7. Individual Information](#) success
[Step 8. Photo Capture Page Passthru](#) success
[Step 9. Credential Selection](#) success
[Step 10. Demographic Information](#) success
[Step 11. Proof Documents](#) success
[Step 12. Review](#) success
[Step 13. Fees](#) success
[Step 14. Summary Page](#) success
[Step 15. Accept Payment](#) success
[Step 16. Check Liquor Id Status \(Expect Active\)](#) success

I-7 **M1S Create Instructor REAL**

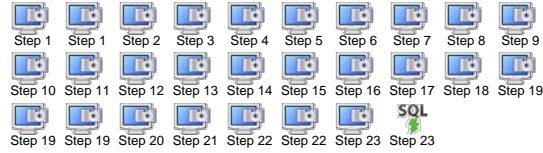
✓ [Step 1. Start Atlas and Login](#) success
[Step 2. Navigate to Service Center](#) success
[Step 3. Customer Individual Info](#) success
[Step 4. Capture Photo/Signature Images](#) success
[Step 5. Summary Page](#) success
[Step 6. Launchpad Issuance Transactions](#) success
[Step 7. Credential Application](#) success
[Step 8. Photo Capture Page Passthru](#) success
[Step 9. Credential Selection](#) success
[Step 10. Demographic Information](#) success
[Step 11. Vision Verification](#) success
[Step 12. Proof Documents](#) success
[Step 13. Statutory Questions](#) success
[Step 14. AAMVA Checks](#) success
[Step 15. Restrictions](#) success
[Step 16. Review](#) success
[Step 17. Fees](#) success
[Step 18. Summary Page](#) success
[Step 19. Accept Payment](#) success
[Step 20. Pass Exams](#) success
[Step 21. Check Class D License Status \(Expect Active\)](#) success
[Step 22. P Navigate To Issue Credential](#) success
[Step 23. P Individual Info](#) success
[Step 24. P Summary Page](#) success
[Step 25. P Navigate To Issue Credential](#) success
[Step 26. P Individual Info](#) success
[Step 27. P Add Employer](#) success
[Step 28. P History](#) success
[Step 29. P Credential Selection](#) success
[Step 30. P AAMVA Checks](#) success
[Step 31. P Proof Documents](#) success
[Step 32. P Review](#) success

MCY License SA1710967 created



 Start Time: 2019-06-25 11:37:43
 Run Time: 5 minutes 15 seconds



Signature

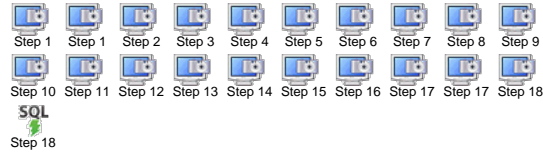


TAT MING RBRRGBFFBBI
617 BROAD ST
WEYMOUTH MA 02189-1801
Date of Birth: 14-May-1970
ID Card SA1710667 created



 Start Time: 2019-06-25 11:18:50
 Run Time: 6 minutes 21 seconds



Signature

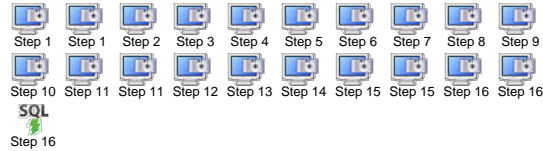


DANIEL HAI SUNG RBRRGBFFBCC
51 WINDSOR ST
ARLINGTON MA 02474-5519
Date of Birth: 12-Mar-1992
Liquor ID SA1710767 created



 Start Time: 2019-06-25 11:26:17
 Run Time: 3 minutes 34 seconds



Signature

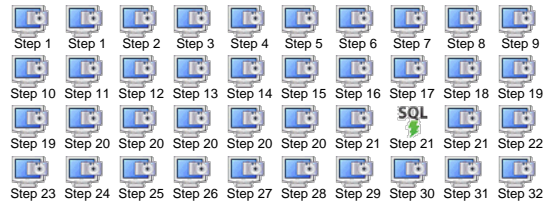


ROBERT ANDREW COLBY RBRRGBFFBBI
101 SUMMER ST
ACTON MA 01720-2258
Date of Birth: 14-May-1997
Class D License SA1710168 created
Driving Instructor SA1710168 created

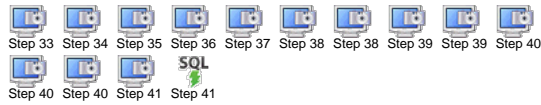
 Start Time: 2019-06-25 11:49:28
 Run Time: 9 minutes 53 seconds



Signature



[Step 33. P Fees](#) success
[Step 34. P Summary Page](#) success
[Step 35. P To Add CORI](#) success
[Step 36. P Add CORI Check](#) success
[Step 37. P To Add Training Page](#) success
[Step 38. P Add Professional Training](#) success
[Step 39. P Accept Payment](#) success
[Step 40. P Change Exam Results](#) success
[Step 41. Check Instructor Credential Status \(Expect Active\)](#) success



From: steve.mccollem@state.ma.us [mailto:steve.mccollem@state.ma.us]

Sent: Tuesday, June 25, 2019 9:48 AM

To: rodney.bautista@state.ma.us

Subject: SQR 8376 has been assigned to you (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Hi Rodney - Can you run your automation as a regression test for this?

SQR 8376: Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields

Low (Level 4) Production Support Correction SQR for Interface raised from MA RMV Production by goyettew on Jun 11, 2019, Contact Person MR.winklerb.

PS - Test in MRS and assigned to MR.rbautista.

FCR solution number(s) are 5445.

Logs

Created by MR.Billy Goyette on Jun 11, 2019 8:08:42 PM

BusinessObject : MR_naMor.MR_naMorNpr
 Environment : MRP
 User : batch
 DbUser :
 RfrUser :
 Machine : DOT-MAP-CHE-P05
 Origin : StandAlone
 Step : Set Folio Document Fields
 RunDate : 6/11/2019
 Access :
 Status : 0
 Timer : 2019-06-11 01746-96
 Server :

ErrText

```

=====
System.Exception: IN gaEpr.gaEprPrc AT STAGE: Reset Isolation Level
--> System.Exception: IN gaEpr.gaEprRun AT STAGE: Execute method invoked
--> System.Exception: IN MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields
--> System.Exception: No IDs found for Customer Key: 827068480 and ID Types: SNUM,CNVSNU,DATSNU
at MR.MR_agIss.MR_agIssCid.GetID(String pstrIDTypes, Boolean pblnForceID)
at MR.MR_agIss.MR_agIssCid.get_SNumber()
at MR.MR_naMor.MR_naMorNpr.Execute(Int32 plngInterfaceKey, Int32 plngActivityKey, String pstrInterfaceType, String
pstrClientDocumentID, String pstrFolioID, Boolean& pblnSuccessful)
--- End of inner exception stack trace ---
at Fast.ggBom.ggBomBas.ExecuteMessageInternal(ggMsgObj& pMsg, Boolean pblnForceTransaction)
at Fast.ggBom.ggBomBas.ExecuteMessage(ggMsgObj& pMsg)
at Fast.gaEpr.gaEprRun.Execute(Int32 plngQueueKey, Int32 plngVer, Int32 plngVerLast, String pstrKey, String pstrEvent, String
pstrSource, String pstrDestination, DateTime pdtmQueued, Int32 plngDeleted, DateTime pdtmIntervention, DateTime pdtmHoldTill, Int16
pintAttempts, Int32 plngCustomerKey, Int32 plngAccountKey, String pstrSourceQ, String pstrSuccessCriteria, String pstrData, Int64
pi64DeferredMessageGroupKey)
--- End of inner exception stack trace ---
at Fast.ggBom.ggBomBas.ExecuteMessageInternal(ggMsgObj& pMsg, Boolean pblnForceTransaction)
at Fast.ggBom.ggBomBas.ExecuteMessageForceTransaction(ggMsgObj& pMsg)
at Fast.gaEpr.gaEprPrc.Execute_gaEprRun(Boolean pblnForceTransaction, Int32 plngQueueKey, Int32 plngVer, Int32 plngVerLast, String
pstrKey, String pstrEvent, String pstrSource, String pstrDestination, DateTime pdtmQueued, Int32 plngDeleted, DateTime pdtmIntervention,
DateTime pdtmHoldTill, Int16 pintAttempts, Int32 plngCustomerKey, Int32 plngAccountKey, String pstrSourceQ, String
pstrSuccessCriteria, String pstrData, Int64 pi64DeferredMessageGroupKey)
at Fast.gaEpr.gaEprPrc.Execute(Int32 plngQueueKey, String pstrEvent)
--- End of inner exception stack trace ---
  
```


at Fast.ggBom.ggBomBas.ExecuteMessageInternal(ggMsgObj& pMsg, Boolean pblnForceTransaction)
at Fast.ggBom.ggBomBas.ExecuteMessage(ggMsgObj& pMsg)
at Fast.ggBom.ggBomBas.RootExecute(Int32 plngRootKey, ggMsgObj& pMsg, ggLbiMsx& pMsx)

Log Text

=====
[plngInterfaceKey=1146912160] [plngActivityKey=28103048] [pstrInterfaceType=MORPHONonprd] [pstrClientDocumentID=11f6b30a-2505-4c7a-8c8e-d77f00c76569] [pstrFolioID=28103048.20190611001339] [pblnSuccessful=False]

Type changed from Production Support Change to Production Support Correction by MR.Billy Goyette on Jun 11, 2019 8:08:46 PM

Status changed from PS - Submitted to PS - Prioritize by MR.Billy Goyette on Jun 11, 2019 8:08:50 PM

Status changed from PS - Prioritize to PS - Assigned by MR.Billy Goyette on Jun 11, 2019 8:08:53 PM

Assigned to MR.Brian Winkler by MR.Billy Goyette on Jun 11, 2019 8:09:00 PM

Email sent to unassigned <Brian.Winkler@dot.state.ma.us> by MR.goyettew on Jun 11, 2019 8:18:47 PM Jun 11, 2019 8:18:47 PM

To: Brian.Winkler@dot.state.ma.us

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Sorry, this might be invalid - Didn't realize the time stamps were from the midnight , not today's nightly.

Priority changed from Needs Prioritization to Low (Level 4) by MR.Brian Winkler on Jun 12, 2019 7:43:06 AM

Assigned to MR.Vladimir Smirnov by MR.Brian Winkler on Jun 12, 2019 7:43:15 AM

Developer changed to MR.Vladimir Smirnov by MR.Brian Winkler on Jun 12, 2019 7:43:20 AM

Status changed from PS - Assigned to PS - In Progress by MR.Vladimir Smirnov on Jun 13, 2019 8:51:48 AM

Manager changed to MR.Vladimir Smirnov by MR.Vladimir Smirnov on Jun 13, 2019 8:52:36 AM

Status changed from PS - In Progress to PS - Test in MRT by MR.Vladimir Smirnov on Jun 13, 2019 1:39:35 PM

Status changed from PS - Test in MRT to PS - Migrate to MRS by MR.Vladimir Smirnov on Jun 13, 2019 1:39:39 PM

Comment by MR.Vladimir Smirnov on Jun 14, 2019 1:18:29 PM

This change should fix the intervention received when trying to send Idemia a Non-Production Photo (for Facial Recognition) without having an active Customer Level S-Number. This scenario isn't very common but we want ALL images to go through FR to prevent fraud.

To Test:

- Create a new Customer with a Driver Account and issue them a permit
- On the Customer springboard navigate to the "Ids" tab
- Click on the S-Number that has a blank space under the "Account Type" and "Account" columns
- Click on the "Valid" header link
- Click "Yes" to inactivate the ID when the modal window comes up
- Send me the S-Number and I will send the Non-Production record to Idemia
- If the change was successful then we shouldn't see an intervention
- We can also go into Issuance 360 (the Idemia software Enforcement Services use to review FR hits) and verify that the record made it over successfully

NOTE: You should also be able to inactivate all of the S-Numbers on the Customer and receive the same result.

Status changed from PS - Migrate to MRS to PS - Test in MRS by MR.Vladimir Smirnov on Jun 14, 2019 1:20:13 PM

Assigned to MR.Steve McCollem by MR.Vladimir Smirnov on Jun 14, 2019 1:20:13 PM

FYI: No need for a DL/ID Workstation on this one.

Email sent to Vladimir Smirnov <Vladimir.Smirnov@MassMail.State.MA.US> by MR.smccollem on Jun 18, 2019 11:58:46 AM Jun 18, 2019 11:58:46 AM

To: Vladimir.Smirnov@MassMail.State.MA.US

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Hi Vlad,

I used SA1120160 on this record. Please let me know the next steps.

-Steve

Attachment added by MR.Vladimir Smirnov on Jun 18, 2019 4:07:09 PM

Issuance 360 Record - June 18th

Email sent to Steve McCollem <steve.mccollem@state.ma.us> by MR.smirnovv on Jun 18, 2019 4:11:15 PMJun 18, 2019 4:11:15 PM

To: steve.mccollem@state.ma.us

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Hey Steve,

It looks like that Interface was transmitted successfully. I have attached a screenshot of the Issuance 360 record for review.

Thanks,
Vlad

Email sent to Steve McCollem <steve.mccollem@state.ma.us> by MR.smirnovv on Jun 19, 2019 2:33:31 PMJun 19, 2019 2:33:31 PM

To: steve.mccollem@state.ma.us

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Hey Steve,

Since the test was successful this SQR can be staged to Migrate to MRP (unless you want QA to run through it again).

Thanks,
Vlad

Email sent to Rodney Bautista <Rodney.Bautista@dot.state.ma.us> by MR.smccollem on Jun 24, 2019 2:38:02 PMJun 24, 2019 2:38:02 PM

To: Rodney Bautista@dot.state.ma.us

Cc: sye.chanthaboun@state.ma.us

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Hi Rodney,

Can you run your automation cases on Tuesday to include a regression test of license manufacturing?

Thanks,
Steve

Assigned to MR.Rodney Bautista by MR.Steve McCollem on Jun 25, 2019 9:47:29 AM

Hi Rodney - Can you run your automation as a regression test for this?

From: [Bautista_Rodney \(DOT\)](#)
To: [Smirnov_Vladimir \(ATLAS\)](#)
Subject: SQR 8376 has been assigned to you (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)
Date: Tuesday, June 25, 2019 12:36:28 PM

SQR 8376: Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields

Low (Level 4) Production Support Correction SQR for Interface raised from MA RMV Production by goyettew on Jun 11, 2019, Contact Person MR.winklerb.

PS - Test in MRS and assigned to MR.smirnovv.

FCR solution number(s) are 5445.

Logs

Created by MR.Billy Goyette on Jun 11, 2019 8:08:42 PM

BusinessObject : MR_naMor.MR_naMorNpr
Environment : MRP
User : batch
DbUser :
RfrUser :
Machine : DOT-MAP-CHE-P05
Origin : StandAlone
Step : Set Folio Document Fields
RunDate : 6/11/2019
Access :
Status : 0
Timer : 2019-06-11 01746-96
Server :

ErrText

```
=====  
System.Exception: IN gaEpr.gaEprPrc AT STAGE: Reset Isolation Level  
---> System.Exception: IN gaEpr.gaEprRun AT STAGE: Execute method invoked  
---> System.Exception: IN MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields  
---> System.Exception: No IDs found for Customer Key: 827068480 and ID Types: SNUM,CNVSNU,DATSNU  
at MR.MR_agIss.MR_agIssCid.GetID(String pstrIDTypes, Boolean pblnForceID)  
at MR.MR_agIss.MR_agIssCid.get_SNumber()  
at MR.MR_naMor.MR_naMorNpr.Execute(Int32 plngInterfaceKey, Int32 plngActivityKey, String pstrInterfaceType, String  
pstrClientDocumentID, String pstrFolioID, Boolean& pblnSuccessful)  
--- End of inner exception stack trace ---  
at Fast.ggBom.ggBomBas.ExecuteMessageInternal(ggMsgObj& pMsg, Boolean pblnForceTransaction)  
at Fast.ggBom.ggBomBas.ExecuteMessage(ggMsgObj& pMsg)  
at Fast.gaEpr.gaEprRun.Execute(Int32 plngQueueKey, Int32 plngVer, Int32 plngVerLast, String pstrKey, String pstrEvent,  
String pstrSource, String pstrDestination, DateTime pdtmQueued, Int32 plngDeleted, DateTime pdtmIntervention, DateTime  
pdtmHoldTill, Int16 pintAttempts, Int32 plngCustomerKey, Int32 plngAccountKey, String pstrSourceQ, String  
pstrSuccessCriteria, String pstrData, Int64 pi64DeferredMessageGroupKey)  
--- End of inner exception stack trace ---  
at Fast.ggBom.ggBomBas.ExecuteMessageInternal(ggMsgObj& pMsg, Boolean pblnForceTransaction)  
at Fast.ggBom.ggBomBas.ExecuteMessageForceTransaction(ggMsgObj& pMsg)  
at Fast.gaEpr.gaEprPrc.Execute_gaEprRun(Boolean pblnForceTransaction, Int32 plngQueueKey, Int32 plngVer, Int32  
plngVerLast, String pstrKey, String pstrEvent, String pstrSource, String pstrDestination, DateTime pdtmQueued, Int32  
plngDeleted, DateTime pdtmIntervention, DateTime pdtmHoldTill, Int16 pintAttempts, Int32 plngCustomerKey, Int32  
plngAccountKey, String pstrSourceQ, String pstrSuccessCriteria, String pstrData, Int64 pi64DeferredMessageGroupKey)  
at Fast.gaEpr.gaEprPrc.Execute(Int32 plngQueueKey, String pstrEvent)  
--- End of inner exception stack trace ---  
at Fast.ggBom.ggBomBas.ExecuteMessageInternal(ggMsgObj& pMsg, Boolean pblnForceTransaction)  
at Fast.ggBom.ggBomBas.ExecuteMessage(ggMsgObj& pMsg)  
at Fast.ggBom.ggBomBas.RootExecute(Int32 plngRootKey, ggMsgObj& pMsg, ggLbiMsx& pMsx)
```

Log Text

```
=====  
[plngInterfaceKey=1146912160] [plngActivityKey=28103048] [pstrInterfaceType=MORPHOnonprd]
```

[pstrClientDocumentID=11f6b30a-2505-4c7a-8c8e-d77f00c76569] [pstrFolioID=28103048.20190611001339]
[pblnSuccessful=False]

Type changed from Production Support Change to Production Support Correction by MR.Billy Goyette on Jun 11, 2019 8:08:46 PM

Status changed from PS - Submitted to PS - Prioritize by MR.Billy Goyette on Jun 11, 2019 8:08:50 PM

Status changed from PS - Prioritize to PS - Assigned by MR.Billy Goyette on Jun 11, 2019 8:08:53 PM

Assigned to MR.Brian Winkler by MR.Billy Goyette on Jun 11, 2019 8:09:00 PM

Email sent to unassigned <Brian.Winkler@dot.state.ma.us> by MR.goyettew on Jun 11, 2019 8:18:47 PM Jun 11, 2019 8:18:47 PM

To: Brian.Winkler@dot.state.ma.us

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Sorry, this might be invalid - Didn't realize the time stamps were from the midnight , not today's nightly.

Priority changed from Needs Prioritization to Low (Level 4) by MR.Brian Winkler on Jun 12, 2019 7:43:06 AM

Assigned to MR.Vladimir Smirnov by MR.Brian Winkler on Jun 12, 2019 7:43:15 AM

Developer changed to MR.Vladimir Smirnov by MR.Brian Winkler on Jun 12, 2019 7:43:20 AM

Status changed from PS - Assigned to PS - In Progress by MR.Vladimir Smirnov on Jun 13, 2019 8:51:48 AM

Manager changed to MR.Vladimir Smirnov by MR.Vladimir Smirnov on Jun 13, 2019 8:52:36 AM

Status changed from PS - In Progress to PS - Test in MRT by MR.Vladimir Smirnov on Jun 13, 2019 1:39:35 PM

Status changed from PS - Test in MRT to PS - Migrate to MRS by MR.Vladimir Smirnov on Jun 13, 2019 1:39:39 PM

Comment by MR.Vladimir Smirnov on Jun 14, 2019 1:18:29 PM

This change should fix the intervention received when trying to send Idemia a Non-Production Photo (for Facial Recognition) without having an active Customer Level S-Number. This scenario isn't very common but we want ALL images to go through FR to prevent fraud.

To Test:

- Create a new Customer with a Driver Account and issue them a permit
- On the Customer springboard navigate to the "Ids" tab
- Click on the S-Number that has a blank space under the "Account Type" and "Account" columns
- Click on the "Valid" header link
- Click "Yes" to inactivate the ID when the modal window comes up
- Send me the S-Number and I will send the Non-Production record to Idemia
- If the change was successful then we shouldn't see an intervention
- We can also go into Issuance 360 (the Idemia software Enforcement Services use to review FR hits) and verify that the record made it over successfully

NOTE: You should also be able to inactivate all of the S-Numbers on the Customer and receive the same result.

Status changed from PS - Migrate to MRS to PS - Test in MRS by MR.Vladimir Smirnov on Jun 14, 2019 1:20:13 PM

Assigned to MR.Steve McCollem by MR.Vladimir Smirnov on Jun 14, 2019 1:20:13 PM

FYI: No need for a DL/ID Workstation on this one.

Email sent to Vladimir Smirnov <Vladimir.Smirnov@MassMail.State.MA.US> by MR.smccollem on Jun 18, 2019 11:58:46 AM Jun 18, 2019 11:58:46 AM

To: Vladimir.Smirnov@MassMail.State.MA.US

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Hi Vlad,

I used SA1120160 on this record. Please let me know the next steps.

-Steve

Attachment added by MR.Vladimir Smirnov on Jun 18, 2019 4:07:09 PM

Issuance 360 Record - June 18th

Email sent to Steve McCollem <steve mccollem@state.ma.us> by MR.smirnov on Jun 18, 2019 4:11:15 PM Jun 18, 2019 4:11:15 PM

To: steve mccollem@state.ma.us

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Hey Steve,

It looks like that Interface was transmitted successfully. I have attached a screenshot of the Issuance 360 record for review.

Thanks,
Vlad

Email sent to Steve McCollem <steve mccollem@state.ma.us> by MR.smirnov on Jun 19, 2019 2:33:31 PM Jun 19, 2019 2:33:31 PM

To: steve mccollem@state.ma.us

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Hey Steve,

Since the test was successful this SQR can be staged to Migrate to MRP (unless you want QA to run through it again).

Thanks,
Vlad

Email sent to Rodney Bautista <Rodney.Bautista@dot.state.ma.us> by MR.smccollem on Jun 24, 2019 2:38:02 PM Jun 24, 2019 2:38:02 PM

To: Rodney.Bautista@dot.state.ma.us
Cc: sye.chanthaboun@state.ma.us

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Hi Rodney,

Can you run your automation cases on Tuesday to include a regression test of license manufacturing?

Thanks,
Steve

Assigned to MR.Rodney Bautista by MR.Steve McCollem on Jun 25, 2019 9:47:29 AM

Hi Rodney - Can you run your automation as a regression test for this?

Comment by MR.Rodney Bautista on Jun 25, 2019 12:36:02 PM

Consulted Vlad on this SQR and how to test.

Ran my automated scripts that create credentials in MIS ATLAS.

url to the report:
\\datacluster.massdot.trans.internal\Common\Development\Projects\PRJ0010251\SQR8376_IssueCredentials\atlasIndexPage.html

Summary of contents below:

I. ATLAS Service Center Create Credentials

I-1. M1S Create Class A License REAL Successful 9 minutes 31 seconds; 51 screen shots
CDL Class A License SA1710267 created

I-2. M1S Create Class C License REAL Successful 9 minutes 59 seconds; 52 screen shots
Class D License SA1710367 created

I-3. M1S Create Class D License REAL Successful 5 minutes 23 seconds; 27 screen shots
Class D License SA1710867 created

I-4. M1S Create Class M License REAL Successful 5 minutes 15 seconds; 27 screen shots
MCY License SA1710967 created

I-5. M1S Create Mass ID REAL Successful 6 minutes 21 seconds; 20 screen shots
ID Card SA1710667 created

I-6. M1S Create Liquor ID REAL Successful 3 minutes 34 seconds; 20 screen shots
Liquor ID SA1710767 created

I-7. M1S Create Driving Instructor REAL Successful 9 minutes 53 seconds; 52 screen shots
Driving Instructor SA1710168 created

I will now rely on Vlad to verify that the information on the newly created credentials
were successfully interfaced to Morpho.

Assigned to MR.Vladimir Smirnov by MR.Rodney Bautista on Jun 25, 2019 12:36:18 PM

From: [Jessen, Klark \(DOT\)](#)
To: ["klark.jessen@gmail.com"](mailto:klark.jessen@gmail.com)
Subject: FW: Distribution list - MassDOT Daily Online Articles Tuesday June 25, 2019.docx
Date: Tuesday, June 25, 2019 11:57:00 AM
Attachments: [MassDOT Daily Online Articles Tuesday June 25, 2019.docx](#)

From: Ladd, MariBeth (DOT)
Sent: Tuesday, June 25, 2019 11:55 AM
To: Jessen, Klark (DOT)
Subject: Distribution list - MassDOT Daily Online Articles Tuesday June 25, 2019.docx

Good morning,
Could you add my email address to your daily distribution list?
Thanks very much.

Maribeth Ladd
Senior Lead Counsel, Procurement, MassDOT
Ten Park Plaza, Suite 3170
Boston, MA 02116
Maribeth.Ladd@dot.state.ma.us

From: Jessen, Klark (DOT)
Sent: Tuesday, June 25, 2019 10:15 AM
To: Jessen, Klark (DOT) <Klark.Jessen@dot.state.ma.us>
Subject: MassDOT Daily Online Articles Tuesday June 25, 2019.docx

Today's MassDOT News.

Klark

From: [Ladd, MariBeth \(DOT\)](#)
To: [Jessen, Klark \(DOT\)](#)
Subject: Distribution list - MassDOT Daily Online Articles Tuesday June 25, 2019.docx
Date: Tuesday, June 25, 2019 11:55:04 AM
Attachments: [MassDOT Daily Online Articles Tuesday June 25, 2019.docx](#)

Good morning,
Could you add my email address to your daily distribution list?
Thanks very much.

Maribeth Ladd
Senior Lead Counsel, Procurement, MassDOT
Ten Park Plaza, Suite 3170
Boston, MA 02116
Maribeth.Ladd@dot.state.ma.us

From: Jessen, Klark (DOT)
Sent: Tuesday, June 25, 2019 10:15 AM
To: Jessen, Klark (DOT) <Klark.Jessen@dot.state.ma.us>
Subject: MassDOT Daily Online Articles Tuesday June 25, 2019.docx

Today's MassDOT News.

Klark

From: [Shore, Sharon \(DOT\)](#)
To: [Ladd, MariBeth \(DOT\)](#)
Subject: FW: MassDOT Daily Online Articles Tuesday June 25, 2019.docx
Date: Tuesday, June 25, 2019 11:22:16 AM
Attachments: [MassDOT Daily Online Articles Tuesday June 25, 2019.docx](#)

Hi Maribeth.

Here's a sample of the daily online articles sent by Klark Jessen.

Sharon

Sharon L. Shore
Senior Counsel, MassDOT
Ten Park Plaza, Suite 3523
Boston, MA 02116
(857) 368-8743
Sharon.Shore@dot.state.ma.us

From: Jessen, Klark (DOT)
Sent: Tuesday, June 25, 2019 10:15 AM
To: Jessen, Klark (DOT) <Klark.Jessen@dot.state.ma.us>
Subject: MassDOT Daily Online Articles Tuesday June 25, 2019.docx

Today's MassDOT News.

Klark

From: [Hill, Andrea L. \(DOT\)](#)
To: [Bondeson, Allen L. \(DOT\)](#); [Nieto, German \(DOT\)](#); [Sloan, Kimberley \(DOT\)](#); [Negah, Shahpar \(DOT\)](#); [Kernan, Eamon \(DOT\)](#); [Chapman, Brian A. \(DOT\)](#); [Yee, Filbert Y. \(DOT\)](#); [Currier, Thomas H. \(DOT\)](#); [Shedd, David G. \(DOT\)](#); [Holland, Shawn S. \(DOT\)](#); [Reardon, Muazzez G. \(DOT\)](#); [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 June 25, 2019.docx
Date: Tuesday, June 25, 2019 10:20:00 AM
Attachments: [MassDOT Daily Online Articles Tuesday June 25, 2019.docx](#)

From: Jessen, Klark (DOT) <Klark.Jessen@dot.state.ma.us>
Sent: Tuesday, June 25, 2019 10:15 AM
To: Jessen, Klark (DOT) <Klark.Jessen@dot.state.ma.us>
Subject: MassDOT Daily Online Articles Tuesday June 25, 2019.docx

Today's MassDOT News.

Klark

From: [Jessen, Klark \(DOT\)](#)
To: [Jessen, Klark \(DOT\)](#)
Subject: MassDOT Daily Online Articles Tuesday June 25, 2019.docx
Date: Tuesday, June 25, 2019 10:14:51 AM
Attachments: [MassDOT Daily Online Articles Tuesday June 25, 2019.docx](#)

Today's MassDOT News.

Klark

From: steve.mccollem@state.ma.us
To: rodney.bautista@state.ma.us
Subject: SQR 8376 has been assigned to you (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)
Date: Tuesday, June 25, 2019 9:47:35 AM

Hi Rodney - Can you run your automation as a regression test for this?

SQR 8376: Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields

Low (Level 4) Production Support Correction SQR for Interface raised from MA RMV Production by goyette on Jun 11, 2019, Contact Person MR.winklerb.

PS - Test in MRS and assigned to MR.rbautista.

FCR solution number(s) are 5445.

Logs

Created by MR.Billy Goyette on Jun 11, 2019 8:08:42 PM

BusinessObject : MR_naMor.MR_naMorNpr
Environment : MRP
User : batch
DbUser :
RfrUser :
Machine : DOT-MAP-CHE-P05
Origin : StandAlone
Step : Set Folio Document Fields
RunDate : 6/11/2019
Access :
Status : 0
Timer : 2019-06-11 01746-96
Server :

ErrText

```
=====  
System.Exception: IN gaEpr.gaEprPrc AT STAGE: Reset Isolation Level  
---> System.Exception: IN gaEpr.gaEprRun AT STAGE: Execute method invoked  
---> System.Exception: IN MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document  
Fields  
---> System.Exception: No IDs found for Customer Key: 827068480 and ID Types:  
SNUM,CNVSN, DATSNU  
at MR.MR_agIss.MR_agIssCid.GetID(String pstrIDTypes, Boolean pblnForceID)  
at MR.MR_agIss.MR_agIssCid.get_SNumber()
```

```
at MR.MR_naMor.MR_naMorNpr.Execute(Int32 plngInterfaceKey, Int32
plngActivityKey, String pstrInterfaceType, String pstrClientDocumentID, String
pstrFolioID, Boolean& pblnSuccessful)
--- End of inner exception stack trace ---
at Fast.ggBom.ggBomBas.ExecuteMessageInternal(ggMsgObj& pMsg, Boolean
pblnForceTransaction)
at Fast.ggBom.ggBomBas.ExecuteMessage(ggMsgObj& pMsg)
at Fast.gaEpr.gaEprRun.Execute(Int32 plngQueueKey, Int32 plngVer, Int32 plngVerLast,
String pstrKey, String pstrEvent, String pstrSource, String pstrDestination, DateTime
pdtmQueued, Int32 plngDeleted, DateTime pdtmIntervention, DateTime pdtmHoldTill,
Int16 pintAttempts, Int32 plngCustomerKey, Int32 plngAccountKey, String pstrSourceQ,
String pstrSuccessCriteria, String pstrData, Int64 pi64DeferredMessageGroupKey)
--- End of inner exception stack trace ---
at Fast.ggBom.ggBomBas.ExecuteMessageInternal(ggMsgObj& pMsg, Boolean
pblnForceTransaction)
at Fast.ggBom.ggBomBas.ExecuteMessageForceTransaction(ggMsgObj& pMsg)
at Fast.gaEpr.gaEprPrc.Execute_gaEprRun(Boolean pblnForceTransaction, Int32
plngQueueKey, Int32 plngVer, Int32 plngVerLast, String pstrKey, String pstrEvent, String
pstrSource, String pstrDestination, DateTime pdtmQueued, Int32 plngDeleted, DateTime
pdtmIntervention, DateTime pdtmHoldTill, Int16 pintAttempts, Int32 plngCustomerKey,
Int32 plngAccountKey, String pstrSourceQ, String pstrSuccessCriteria, String pstrData,
Int64 pi64DeferredMessageGroupKey)
at Fast.gaEpr.gaEprPrc.Execute(Int32 plngQueueKey, String pstrEvent)
--- End of inner exception stack trace ---
at Fast.ggBom.ggBomBas.ExecuteMessageInternal(ggMsgObj& pMsg, Boolean
pblnForceTransaction)
at Fast.ggBom.ggBomBas.ExecuteMessage(ggMsgObj& pMsg)
at Fast.ggBom.ggBomBas.RootExecute(Int32 plngRootKey, ggMsgObj& pMsg,
ggLbiMsx& pMsx)
```

Log Text

```
=====
[plngInterfaceKey=1146912160] [plngActivityKey=28103048]
[pstrInterfaceType=MORPHONonprd] [pstrClientDocumentID=11f6b30a-2505-4c7a-8c8e-
d77f00c76569] [pstrFolioID=28103048.20190611001339] [pblnSuccessful=False]
```

Type changed from Production Support Change to Production Support Correction by MR.Billy Goyette on Jun 11, 2019 8:08:46 PM

Status changed from PS - Submitted to PS - Prioritize by MR.Billy Goyette on Jun 11, 2019 8:08:50 PM

Status changed from PS - Prioritize to PS - Assigned by MR.Billy Goyette on Jun 11, 2019 8:08:53 PM

Assigned to MR.Brian Winkler by MR.Billy Goyette on Jun 11, 2019 8:09:00 PM

Email sent to unassigned <Brian.Winkler@dot.state.ma.us> by MR.goyettew on Jun 11, 2019 8:18:47 PM Jun 11, 2019 8:18:47 PM

To: Brian.Winkler@dot.state.ma.us

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Sorry, this might be invalid - Didn't realize the time stamps were from the midnight , not today's nightly.

Priority changed from Needs Prioritization to Low (Level 4) by MR.Brian Winkler on Jun 12, 2019 7:43:06 AM

Assigned to MR.Vladimir Smirnov by MR.Brian Winkler on Jun 12, 2019 7:43:15 AM

Developer changed to MR.Vladimir Smirnov by MR.Brian Winkler on Jun 12, 2019 7:43:20 AM

Status changed from PS - Assigned to PS - In Progress by MR.Vladimir Smirnov on Jun 13, 2019 8:51:48 AM

Manager changed to MR.Vladimir Smirnov by MR.Vladimir Smirnov on Jun 13, 2019 8:52:36 AM

Status changed from PS - In Progress to PS - Test in MRT by MR.Vladimir Smirnov on Jun 13, 2019 1:39:35 PM

Status changed from PS - Test in MRT to PS - Migrate to MRS by MR.Vladimir Smirnov on Jun 13, 2019 1:39:39 PM

Comment by MR.Vladimir Smirnov on Jun 14, 2019 1:18:29 PM

This change should fix the intervention received when trying to send Idemia a Non-Production Photo (for Facial Recognition) without having an active Customer Level S-Number. This scenario isn't very common but we want ALL images to go through FR to prevent fraud.

To Test:

- Create a new Customer with a Driver Account and issue them a permit
- On the Customer springboard navigate to the "Ids" tab
- Click on the S-Number that has a blank space under the "Account Type" and "Account" columns
- Click on the "Valid" header link
- Click "Yes" to inactivate the ID when the modal window comes up
- Send me the S-Number and I will send the Non-Production record to Idemia
- If the change was successful then we shouldn't see an intervention
- We can also go into Issuance 360 (the Idemia software Enforcement Services use to review FR hits) and verify that the record made it over successfully

NOTE: You should also be able to inactivate all of the S-Numbers on the Customer and receive the same result.

Status changed from PS - Migrate to MRS to PS - Test in MRS by MR.Vladimir Smirnov on Jun 14, 2019 1:20:13 PM

Assigned to MR.Steve McCollem by MR.Vladimir Smirnov on Jun 14, 2019 1:20:13 PM

FYI: No need for a DL/ID Workstation on this one.

Email sent to Vladimir Smirnov <Vladimir.Smirnov@MassMail.State.MA.US> by MR.smccollem on Jun 18, 2019 11:58:46 AM Jun 18, 2019 11:58:46 AM

To: Vladimir.Smirnov@MassMail.State.MA.US

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Hi Vlad,

I used SA1120160 on this record. Please let me know the next steps.

-Steve

Attachment added by MR.Vladimir Smirnov on Jun 18, 2019 4:07:09 PM

Issuance 360 Record - June 18th

Email sent to Steve McCollem <steve.mccollem@state.ma.us> by MR.smirnovv on Jun 18, 2019 4:11:15 PM Jun 18, 2019 4:11:15 PM

To: steve.mccollem@state.ma.us

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Hey Steve,

It looks like that Interface was transmitted successfully. I have attached a screenshot of the Issuance 360 record for review.

Thanks,
Vlad

Email sent to Steve McCollem <steve.mccollem@state.ma.us> by MR.smirnovv on Jun 19, 2019 2:33:31 PM Jun 19, 2019 2:33:31 PM

To: steve.mccollem@state.ma.us

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Hey Steve,

Since the test was successful this SQR can be staged to Migrate to MRP (unless you want QA to run through it again).

Thanks,
Vlad

Email sent to Rodney Bautista <Rodney.Bautista@dot.state.ma.us> by MR.smcollem on Jun 24, 2019 2:38:02 PM Jun 24, 2019 2:38:02 PM

To: Rodney.Bautista@dot.state.ma.us
Cc: sye.chanthaboun@state.ma.us

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Hi Rodney,

Can you run your automation cases on Tuesday to include a regression test of license manufacturing?

Thanks,
Steve

Assigned to MR.Rodney Bautista by MR.Steve McCollem on Jun 25, 2019 9:47:29 AM

Hi Rodney - Can you run your automation as a regression test for this?

From: [Dionne, Robert \(DOT\)](#)
To: [Mulcahy, Sheila \(DOT\)](#); [Burke, Robin \(DOT\)](#)
Subject: Active Requisitions by HR Owner as of 06/25/19
Date: Tuesday, June 25, 2019 9:09:06 AM
Attachments: [Active Requisitions as of 6-25-19 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, June 25, 2019 7:01:48 AM
Attachments: [DOT - Active \(Open\) Requisition Detail.xlsx](#)

From: Oracle Business Intelligence
Sent: Tuesday, June 25, 2019 7:00:34 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: [Deveney, Erin \(DOT\)](#)
To: [Riley, Judith \(DOT\)](#); [Lavoie, Sara \(DOT\)](#); [Boyle, Christopher \(DOT\)](#)
Cc: [Goddard, Jacquelyn \(DOT\)](#); [Finlaw, Sarah \(GOV\)](#); [Moss, Brendan C. \(GOV\)](#)
Subject: RE: Dominican imposter with MA Real ID compliant license
Date: Monday, June 24, 2019 6:03:55 PM

Proposed response on the S2S question:

The State-to-State Program identifies if the identity is used in any of the participating jurisdictions.

From: Riley, Judith (DOT)
Sent: Monday, June 24, 2019 5:57 PM
To: Deveney, Erin (DOT); Lavoie, Sara (DOT); Boyle, Christopher (DOT)
Cc: Goddard, Jacquelyn (DOT); Finlaw, Sarah (GOV); Moss, Brendan C. (GOV)
Subject: RE: Dominican imposter with MA Real ID compliant license

Hi everyone,

I am circling back on Kathy's additional questions. Is there any information that I can send to Kathy?

“Was this case referred to state police for investigation and prosecution? This was an identity from Puerto Rico and Puerto Rico doesn't participate in state to state so how was state to state used?”

Thanks,

Judi

From: Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>
Sent: Monday, June 24, 2019 5:16 PM
To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>; Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>; Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Cc: Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>; Finlaw, Sarah (GOV) <sarah.finlaw@state.ma.us>; Moss, Brendan C. (GOV) <Brendan.C.Moss@MassMail.State.MA.US>
Subject: RE: Dominican imposter with MA Real ID compliant license

The RMV is able to respond to the S2S question posed, but we will defer to our MSP partners to speak to their review of the case, so I am adding Sgt. Boyle.

Proposed S2S response:

The State-to-State Program identifies if the identity is used in any of the participating jurisdictions.

From: Riley, Judith (DOT)

Sent: Monday, June 24, 2019 4:50 PM
To: Deveney, Erin (DOT); Lavoie, Sara (DOT)
Cc: Goddard, Jacquelyn (DOT); Finlaw, Sarah (GOV); Moss, Brendan C. (GOV)
Subject: FW: Dominican imposter with MA Real ID compliant license
Importance: High

Hi Registrar and Sara,

Please see Kathy's follow-up questions below.

Thanks,

Judi

From: Curran, Kathy <kcurran@hearst.com>
Sent: Monday, June 24, 2019 4:43 PM
To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>
Cc: Rothstein, Kevin <krothstein@hearst.com>; Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>
Subject: RE: Dominican imposter with MA Real ID compliant license

Thank you. Just a few follow-up questions.

Was this case referred to state police for investigation and prosecution? This was an identity from Puerto Rico and Puerto Rico doesn't participate in state to state so how was state to state used?

Kathy Curran
Investigative Reporter- 5 Investigates
WCVB-TV
@KathyReports
(781)433-4579

From: Riley, Judith Reardon (DOT) [<mailto:judith.reardon.riley@state.ma.us>]
Sent: Monday, June 24, 2019 4:40 PM
To: Curran, Kathy <kcurran@hearst.com>
Cc: Rothstein, Kevin <krothstein@hearst.com>; Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>
Subject: Dominican imposter with MA Real ID compliant license

Hi Kathy,

Please find below information concerning your inquiry.

"Through its participation in the State-to-State fraud prevention program, the Registry was notified of the fraudulent use of this identity, and suspended the individual's license in March 2019. The Registry is currently reviewing the transaction through which this individual was issued a license."

On background:

A REAL ID credential was issued to this individual on June 27, 2018.

In March 2019, the Registry learned, through its participation in the State-to-State (S2S) Program that is intended to ensure that individuals hold only 1 license and prevent against the fraudulent use of identities, that credentials with similar demographics had been identified in two other S2S jurisdictions. At that time, the RMV worked with its State Police partners to review the customer's documents supplied during the application process and to review the results received from the Program. As a result of this review, the Registry suspended the Massachusetts credential under the Complaint Fraudulent License (CFL) process.

- All customers seeking a learner's permit, driver's license or ID from the Registry of Motor Vehicles are required to provide documents proving their U.S. citizenship or lawful presence in the United States. This requirement applies to renewal customers as well and presents additional opportunities to identify customers who have engaged in fraudulent practices in the past when the RMV did not have the current level of fraud detection and prevention tools available to it.
- The RMV electronically verifies those documents and customer information through federal and state systems, which include checks against several state and federal databases to confirm authenticity of documents. Additionally, the RMV uses document authentication technology to scan the security features of identification documents provided by applicants and facial recognition software to prevent fraud.
- The RMV began participating in the S2S Program in March 2018. The Program compares demographic information of license and ID card holders in the 25 participating states.
- Based on the recommendation of the Department of Homeland Security, the Registry only accepts birth certificates from Puerto Rico if they were issued on or after July, 1, 2010.

Thanks,

Judi

From: Curran, Kathy <kcurran@hearst.com>

Sent: Monday, June 24, 2019 4:33 PM

To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>; Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>
Cc: Rothstein, Kevin <krothstein@hearst.com>
Subject: RE: Dominican imposter with MA Real ID compliant license

Hi Jacque and Judi,

I'm circling back on the questions below.

Thank you,
Kathy

Kathy Curran
Investigative Reporter- 5 Investigates
WCVB-TV
@KathyReports
(781)433-4579

From: Riley, Judith Reardon (DOT) [<mailto:judith.reardon.riley@state.ma.us>]
Sent: Monday, June 24, 2019 11:09 AM
To: Curran, Kathy <kcurran@hearst.com>
Subject: RE: Dominican imposter with MA Real ID compliant license

Thank you. What is your deadline?

From: Curran, Kathy <kcurran@hearst.com>
Sent: Monday, June 24, 2019 10:59 AM
To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>
Subject: Fwd: Dominican imposter with MA Real ID compliant license

Kathy Curran
5 Investigates
@kathyreports
781-433-4579

Sent from my iPhone

Begin forwarded message:

From: "Curran, Kathy" <kcurran@hearst.com>

Date: June 24, 2019 at 10:16:17 AM EDT

To: "Goddard, Jacquelyn (DOT)" <jacquelyn.goddard@state.ma.us>

Cc: "Curran, Kathy" <kcurran@hearst.com>, "Rothstein, Kevin" <krthstein@hearst.com>

Subject: Dominican imposter with MA Real ID compliant license

Good Morning Jacque and Judi,

A man by the name of [REDACTED] was arrested in a fentanyl bust in Salem Friday. He was issued a MA license on [REDACTED]. His DOB is [REDACTED]. It looks like the Registry revoked his license in March. Can you tell us which registry issued this license? What the license was revoked for? If it was revoked due to fraud did the RMV refer the case to law enforcement?

The man's true identity is [REDACTED].

Thank you,
Kathy

Kathy Curran
Investigative Reporter- 5 Investigates
WCVB-TV
@KathyReports
(781)433-4579

From: [Boyle, Christopher \(DOT\)](#)
To: [Riley, Judith \(DOT\)](#); [Deveney, Erin \(DOT\)](#); [Lavoie, Sara \(DOT\)](#)
Cc: [Goddard, Jacquelyn \(DOT\)](#); [Finlaw, Sarah \(GOV\)](#); [Moss, Brendan C. \(GOV\)](#)
Subject: RE: Dominican imposter with MA Real ID compliant license
Date: Monday, June 24, 2019 6:00:01 PM

I have forwarded this request to my chain of command.

Chris

From: Riley, Judith (DOT)
Sent: Monday, June 24, 2019 5:57 PM
To: Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>; Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Cc: Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>; Finlaw, Sarah (GOV) <sarah.finlaw@state.ma.us>; Moss, Brendan C. (GOV) <Brendan.C.Moss@MassMail.State.MA.US>
Subject: RE: Dominican imposter with MA Real ID compliant license

Hi everyone,

I am circling back on Kathy's additional questions. Is there any information that I can send to Kathy?

“Was this case referred to state police for investigation and prosecution? This was an identity from Puerto Rico and Puerto Rico doesn't participate in state to state so how was state to state used?”

Thanks,

Judi

From: Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>
Sent: Monday, June 24, 2019 5:16 PM
To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>; Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>; Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Cc: Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>; Finlaw, Sarah (GOV) <sarah.finlaw@state.ma.us>; Moss, Brendan C. (GOV) <Brendan.C.Moss@MassMail.State.MA.US>
Subject: RE: Dominican imposter with MA Real ID compliant license

The RMV is able to respond to the S2S question posed, but we will defer to our MSP partners to speak to their review of the case, so I am adding Sgt. Boyle.

Proposed S2S response:

The State-to-State Program identifies if the identity is used in any of the participating jurisdictions.

From: Riley, Judith (DOT)
Sent: Monday, June 24, 2019 4:50 PM
To: Deveney, Erin (DOT); Lavoie, Sara (DOT)
Cc: Goddard, Jacquelyn (DOT); Finlaw, Sarah (GOV); Moss, Brendan C. (GOV)
Subject: FW: Dominican imposter with MA Real ID compliant license
Importance: High

Hi Registrar and Sara,

Please see Kathy's follow-up questions below.

Thanks,

Judi

From: Curran, Kathy <kcurran@hearst.com>
Sent: Monday, June 24, 2019 4:43 PM
To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>
Cc: Rothstein, Kevin <krothstein@hearst.com>; Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>
Subject: RE: Dominican imposter with MA Real ID compliant license

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Kathy Curran
Investigative Reporter- 5 Investigates
WCVB-TV
@KathyReports
(781)433-4579

From: Riley, Judith Reardon (DOT) [<mailto:judith.reardon.riley@state.ma.us>]
Sent: Monday, June 24, 2019 4:40 PM
To: Curran, Kathy <kcurran@hearst.com>
Cc: Rothstein, Kevin <krothstein@hearst.com>; Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>
Subject: Dominican imposter with MA Real ID compliant license

Hi Kathy,

Please find below information concerning your inquiry.

"Through its participation in the State-to-State fraud prevention program, the Registry was notified of the fraudulent use of this identity, and suspended the individual's license in March 2019. The Registry is currently reviewing the transaction through which this individual was issued a license."

On background:

A REAL ID credential was issued to this individual on June 27, 2018.

In March 2019, the Registry learned, through its participation in the State-to-State (S2S) Program that is intended to ensure that individuals hold only 1 license and prevent against the fraudulent use of identities, that credentials with similar demographics had been identified in two other S2S jurisdictions. At that time, the RMV worked with its State Police partners to review the customer's documents supplied during the application process and to review the results received from the Program. As a result of this review, the Registry suspended the Massachusetts credential under the Complaint Fraudulent License (CFL) process.

- All customers seeking a learner's permit, driver's license or ID from the Registry of Motor Vehicles are required to provide documents proving their U.S. citizenship or lawful presence in the United States. This requirement applies to renewal customers as well and presents additional opportunities to identify customers who have engaged in fraudulent practices in the past when the RMV did not have the current level of fraud detection and prevention tools available to it.
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- Based on the recommendation of the Department of Homeland Security, the Registry only accepts birth certificates from Puerto Rico if they were issued on or after July, 1, 2010.

Thanks,

Judi

From: Curran, Kathy <kcurran@hearst.com>
Sent: Monday, June 24, 2019 4:33 PM
To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>; Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>
Cc: Rothstein, Kevin <krothstein@hearst.com>
Subject: RE: Dominican imposter with MA Real ID compliant license

Hi Jacque and Judi,

I'm circling back on the questions below.

Thank you,
Kathy

Kathy Curran
Investigative Reporter- 5 Investigates
WCVB-TV
@KathyReports
(781)433-4579

From: Riley, Judith Reardon (DOT) [<mailto:judith.reardon.riley@state.ma.us>]
Sent: Monday, June 24, 2019 11:09 AM
To: Curran, Kathy <kcurran@hearst.com>
Subject: RE: Dominican imposter with MA Real ID compliant license

Thank you. What is your deadline?

From: Curran, Kathy <kcurran@hearst.com>
Sent: Monday, June 24, 2019 10:59 AM
To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>
Subject: Fwd: Dominican imposter with MA Real ID compliant license

Kathy Curran
5 Investigates
@kathyreports
781-433-4579

Sent from my iPhone

Begin forwarded message:

From: "Curran, Kathy" <kcurran@hearst.com>
Date: June 24, 2019 at 10:16:17 AM EDT
To: "Goddard, Jacquelyn (DOT)" <jacquelyn.goddard@state.ma.us>
Cc: "Curran, Kathy" <kcurran@hearst.com>, "Rothstein, Kevin" <krothstein@hearst.com>
Subject: Dominican imposter with MA Real ID compliant license

Good Morning Jacque and Judi,

A man by the name of [REDACTED] arrested in a fentanyl bust in Salem Friday. He was issued a MA license on [REDACTED]. His DOB is [REDACTED]. It looks like the Registry revoked his license in March. Can you tell us which registry issued this license? What the license was revoked for? If it was revoked due to fraud did the RMV refer the case to law enforcement?

The man's true identity is [REDACTED].

Thank you,
Kathy

Kathy Curran
Investigative Reporter- 5 Investigates
WCVB-TV
@KathyReports
(781)433-4579

From: [Riley, Judith \(DOT\)](#)
To: [Deveney, Erin \(DOT\)](#); [Lavoie, Sara \(DOT\)](#); [Boyle, Christopher \(DOT\)](#)
Cc: [Goddard, Jacquelyn \(DOT\)](#); [Finlaw, Sarah \(GOV\)](#); [Moss, Brendan C. \(GOV\)](#)
Subject: RE: Dominican imposter with MA Real ID compliant license
Date: Monday, June 24, 2019 5:56:59 PM

Hi everyone,

I am circling back on Kathy's additional questions. Is there any information that I can send to Kathy?

“Was this case referred to state police for investigation and prosecution? This was an identity from Puerto Rico and Puerto Rico doesn't participate in state to state so how was state to state used?”

Thanks,

Judi

From: Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>
Sent: Monday, June 24, 2019 5:16 PM
To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>; Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>; Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Cc: Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>; Finlaw, Sarah (GOV) <sarah.finlaw@state.ma.us>; Moss, Brendan C. (GOV) <Brendan.C.Moss@MassMail.State.MA.US>
Subject: RE: Dominican imposter with MA Real ID compliant license

The RMV is able to respond to the S2S question posed, but we will defer to our MSP partners to speak to their review of the case, so I am adding Sgt. Boyle.

Proposed S2S response:

The State-to-State Program identifies if the identity is used in any of the participating jurisdictions.

From: Riley, Judith (DOT)
Sent: Monday, June 24, 2019 4:50 PM
To: Deveney, Erin (DOT); Lavoie, Sara (DOT)
Cc: Goddard, Jacquelyn (DOT); Finlaw, Sarah (GOV); Moss, Brendan C. (GOV)
Subject: FW: Dominican imposter with MA Real ID compliant license
Importance: High

Hi Registrar and Sara,

Please see Kathy's follow-up questions below.

Thanks,

Judi

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Sent: Monday, June 24, 2019 4:43 PM
To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>
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On background:

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Thanks,

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Cc: Rothstein, Kevin <krothstein@hearst.com>

Subject: RE: Dominican imposter with MA Real ID compliant license

Hi Jacque and Judi,

I'm circling back on the questions below.

Thank you,
Kathy

Kathy Curran
Investigative Reporter- 5 Investigates
WCVB-TV
@KathyReports
(781)433-4579

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Sent: Monday, June 24, 2019 10:59 AM
To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>
Subject: Fwd: Dominican imposter with MA Real ID compliant license

Kathy Curran
5 Investigates
@kathyreports
781-433-4579

Sent from my iPhone

Begin forwarded message:

From: "Curran, Kathy" <kcurran@hearst.com>
Date: June 24, 2019 at 10:16:17 AM EDT
To: "Goddard, Jacquelyn (DOT)" <jacquelyn.goddard@state.ma.us>
Cc: "Curran, Kathy" <kcurran@hearst.com>, "Rothstein, Kevin" <krsthstein@hearst.com>
Subject: Dominican imposter with MA Real ID compliant license

Good Morning Jacque and Judi,

A man by the name of [REDACTED] was

arrested in a fentanyl bust in Salem Friday. He was issued a MA license on [REDACTED]. His DOB is [REDACTED]. It looks like the Registry revoked his license in March. Can you tell us which registry issued this license? What the license was revoked for? If it was revoked due to fraud did the RMV refer the case to law enforcement?

The man's true identity is [REDACTED].

Thank you,
Kathy

Kathy Curran
Investigative Reporter- 5 Investigates
WCVB-TV
@KathyReports
(781)433-4579

From: [Boyle, Christopher \(DOT\)](#)
To: [Range, Scott \(POL\)](#); [Quinn, Dermot \(POL\)](#)
Subject: FW: Dominican imposter with MA Real ID compliant license
Date: Monday, June 24, 2019 5:22:00 PM

From: Deveney, Erin (DOT)
Sent: Monday, June 24, 2019 5:16 PM
To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>; Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>; Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Cc: Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>; Finlaw, Sarah (GOV) <sarah.finlaw@state.ma.us>; Moss, Brendan C. (GOV) <Brendan.C.Moss@MassMail.State.MA.US>
Subject: RE: Dominican imposter with MA Real ID compliant license

The RMV is able to respond to the S2S question posed, but we will defer to our MSP partners to speak to their review of the case, so I am adding Sgt. Boyle.

Proposed S2S response:

The State-to-State Program identifies if the identity is used in any of the participating jurisdictions.

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Sent: Monday, June 24, 2019 4:50 PM
To: Deveney, Erin (DOT); Lavoie, Sara (DOT)
Cc: Goddard, Jacquelyn (DOT); Finlaw, Sarah (GOV); Moss, Brendan C. (GOV)
Subject: FW: Dominican imposter with MA Real ID compliant license
Importance: High

Hi Registrar and Sara,

Please see Kathy's follow-up questions below.

Thanks,

Judi

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Kathy Curran
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Sent: Monday, June 24, 2019 4:40 PM
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Cc: Rothstein, Kevin <krothstein@hearst.com>; Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>
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- Based on the recommendation of the Department of Homeland Security, the Registry only accepts birth certificates from Puerto Rico if they were issued on or after July, 1, 2010.

Thanks,

Judi

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Sent: Monday, June 24, 2019 4:33 PM

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

Cc: Rothstein, Kevin <krothstein@hearst.com>

Subject: RE: Dominican imposter with MA Real ID compliant license

Hi Jacque and Judi,

I'm circling back on the questions below.

Thank you,
Kathy

Kathy Curran
Investigative Reporter- 5 Investigates
WCVB-TV
@KathyReports
(781)433-4579

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To: Curran, Kathy <kcurran@hearst.com>
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Thank you. What is your deadline?

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Subject: Fwd: Dominican imposter with MA Real ID compliant license

Kathy Curran
5 Investigates
@kathyreports
781-433-4579

Sent from my iPhone

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Date: June 24, 2019 at 10:16:17 AM EDT
To: "Goddard, Jacquelyn (DOT)" <jacquelyn.goddard@state.ma.us>
Cc: "Curran, Kathy" <kcurran@hearst.com>, "Rothstein, Kevin" <krothstein@hearst.com>
Subject: Dominican imposter with MA Real ID compliant license

Good Morning Jacque and Judi,

A man by the name of [REDACTED] was arrested in a fentanyl bust in Salem Friday. He was issued a MA license on [REDACTED]. His DOB is [REDACTED]. It looks like the Registry revoked his license in March. Can you tell us which registry issued this license? What the license was revoked for? If it was revoked due to fraud did the RMV refer the case to law enforcement?

The man's true identity is [REDACTED]

Thank you,
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Kathy Curran
Investigative Reporter- 5 Investigates
WCVB-TV
@KathyReports
(781)433-4579

From: [Deveney, Erin \(DOT\)](#)
To: [Riley, Judith \(DOT\)](#); [Lavoie, Sara \(DOT\)](#); [Boyle, Christopher \(DOT\)](#)
Cc: [Goddard, Jacquelyn \(DOT\)](#); [Finlaw, Sarah \(GOV\)](#); [Moss, Brendan C. \(GOV\)](#)
Subject: RE: Dominican imposter with MA Real ID compliant license
Date: Monday, June 24, 2019 5:15:44 PM

The RMV is able to respond to the S2S question posed, but we will defer to our MSP partners to speak to their review of the case, so I am adding Sgt. Boyle.

Proposed S2S response:

The State-to-State Program identifies if the identity is used in any of the participating jurisdictions.

From: Riley, Judith (DOT)
Sent: Monday, June 24, 2019 4:50 PM
To: Deveney, Erin (DOT); Lavoie, Sara (DOT)
Cc: Goddard, Jacquelyn (DOT); Finlaw, Sarah (GOV); Moss, Brendan C. (GOV)
Subject: FW: Dominican imposter with MA Real ID compliant license
Importance: High

Hi Registrar and Sara,

Please see Kathy's follow-up questions below.

Thanks,

Judi

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WCVB-TV

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Cc: [Goddard, Jacquelyn \(DOT\)](#); [Finlaw, Sarah \(GOV\)](#); [Moss, Brendan C. \(GOV\)](#)
Subject: FW: Dominican imposter with MA Real ID compliant license
Date: Monday, June 24, 2019 4:50:07 PM

Hi Registrar and Sara,

Please see Kathy's follow-up questions below.

Thanks,

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Cc: Rothstein, Kevin <krothstein@hearst.com>
Subject: RE: Dominican imposter with MA Real ID compliant license

Hi Jacque and Judi,

I'm circling back on the questions below.

Thank you,
Kathy

Kathy Curran
Investigative Reporter- 5 Investigates
WCVB-TV
@KathyReports
(781)433-4579

From: Riley, Judith Reardon (DOT) [<mailto:judith.reardon.riley@state.ma.us>]
Sent: Monday, June 24, 2019 11:09 AM
To: Curran, Kathy <kcurran@hearst.com>
Subject: RE: Dominican imposter with MA Real ID compliant license

Thank you. What is your deadline?

From: Curran, Kathy <kcurran@hearst.com>
Sent: Monday, June 24, 2019 10:59 AM
To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>
Subject: Fwd: Dominican imposter with MA Real ID compliant license

Kathy Curran
5 Investigates
@kathyreports
781-433-4579

Sent from my iPhone

Begin forwarded message:

From: "Curran, Kathy" <kcurran@hearst.com>

Date: June 24, 2019 at 10:16:17 AM EDT

To: "Goddard, Jacquelyn (DOT)" <jacquelyn.goddard@state.ma.us>

Cc: "Curran, Kathy" <kcurran@hearst.com>, "Rothstein, Kevin" <krthstein@hearst.com>

Subject: Dominican imposter with MA Real ID compliant license

Good Morning Jacque and Judi,

A man by the name of [REDACTED] was arrested in a fentanyl bust in Salem Friday. He was issued a MA license on [REDACTED]. His DOB is [REDACTED]. It looks like the Registry revoked his license in March. Can you tell us which registry issued this license? What the license was revoked for? If it was revoked due to fraud did the RMV refer the case to law enforcement?

The man's true identity is [REDACTED].

Thank you,
Kathy

Kathy Curran
Investigative Reporter- 5 Investigates
WCVB-TV
@KathyReports
(781)433-4579

From: [Curran, Kathy](#)
To: [Riley, Judith \(DOT\)](#)
Cc: [Rothstein, Kevin](#); [Goddard, Jacquelyn \(DOT\)](#)
Subject: RE: Dominican imposter with MA Real ID compliant license
Date: Monday, June 24, 2019 4:43:09 PM

Thank you. Just a few follow-up questions.

Was this case referred to state police for investigation and prosecution? This was an identity from Puerto Rico and Puerto Rico doesn't participate in state to state so how was state to state used?

Kathy Curran
Investigative Reporter- 5 Investigates
WCVB-TV
@KathyReports
(781)433-4579

From: Riley, Judith Reardon (DOT) [mailto:judith.reardon.riley@state.ma.us]
Sent: Monday, June 24, 2019 4:40 PM
To: Curran, Kathy <kcurran@hearst.com>
Cc: Rothstein, Kevin <krothstein@hearst.com>; Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>
Subject: Dominican imposter with MA Real ID compliant license

Hi Kathy,

Please find below information concerning your inquiry.

"Through its participation in the State-to-State fraud prevention program, the Registry was notified of the fraudulent use of this identity, and suspended the individual's license in March 2019. The Registry is currently reviewing the transaction through which this individual was issued a license."

On background:

A REAL ID credential was issued to this individual on June 27, 2018.

In March 2019, the Registry learned, through its participation in the State-to-State (S2S) Program that is intended to ensure that individuals hold only 1 license and prevent against the fraudulent use of identities, that credentials with similar demographics had been identified in two other S2S jurisdictions. At that time, the RMV worked with its State Police partners to review the customer's documents supplied during the application process and to review the results received from the

Program. As a result of this review, the Registry suspended the Massachusetts credential under the Complaint Fraudulent License (CFL) process.

- All customers seeking a learner's permit, driver's license or ID from the Registry of Motor Vehicles are required to provide documents proving their U.S. citizenship or lawful presence in the United States. This requirement applies to renewal customers as well and presents additional opportunities to identify customers who have engaged in fraudulent practices in the past when the RMV did not have the current level of fraud detection and prevention tools available to it.
- The RMV electronically verifies those documents and customer information through federal and state systems, which include checks against several state and federal databases to confirm authenticity of documents. Additionally, the RMV uses document authentication technology to scan the security features of identification documents provided by applicants and facial recognition software to prevent fraud.
- The RMV began participating in the S2S Program in March 2018. The Program compares demographic information of license and ID card holders in the 25 participating states.
- Based on the recommendation of the Department of Homeland Security, the Registry only accepts birth certificates from Puerto Rico if they were issued on or after July, 1, 2010.

Thanks,

Judi

From: Curran, Kathy <kcurran@hearst.com>

Sent: Monday, June 24, 2019 4:33 PM

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

Cc: Rothstein, Kevin <krothstein@hearst.com>

Subject: RE: Dominican imposter with MA Real ID compliant license

Hi Jacque and Judi,

I'm circling back on the questions below.

Thank you,

Kathy

Kathy Curran

Investigative Reporter- 5 Investigates
WCVB-TV
@KathyReports
(781)433-4579

From: Riley, Judith Reardon (DOT) [<mailto:judith.reardon.riley@state.ma.us>]
Sent: Monday, June 24, 2019 11:09 AM
To: Curran, Kathy <kcurran@hearst.com>
Subject: RE: Dominican imposter with MA Real ID compliant license

Thank you. What is your deadline?

From: Curran, Kathy <kcurran@hearst.com>
Sent: Monday, June 24, 2019 10:59 AM
To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>
Subject: Fwd: Dominican imposter with MA Real ID compliant license

Kathy Curran
5 Investigates
@kathyreports
781-433-4579

Sent from my iPhone

Begin forwarded message:

From: "Curran, Kathy" <kcurran@hearst.com>
Date: June 24, 2019 at 10:16:17 AM EDT
To: "Goddard, Jacquelyn (DOT)" <jacquelyn.goddard@state.ma.us>
Cc: "Curran, Kathy" <kcurran@hearst.com>, "Rothstein, Kevin" <krothstein@hearst.com>
Subject: Dominican imposter with MA Real ID compliant license

Good Morning Jacque and Judi,

A man by the name of [REDACTED] was arrested in a fentanyl bust in Salem Friday. He was issued a MA license on [REDACTED]. His DOB is [REDACTED]. It looks like the Registry revoked his license in March. Can you tell us which registry issued this license? What the license was revoked for? If it was revoked

due to fraud did the RMV refer the case to law enforcement?

The man's true identity is [REDACTED].

Thank you,
Kathy

Kathy Curran
Investigative Reporter- 5 Investigates
WCVB-TV
@KathyReports
(781)433-4579

From: [Riley, Judith \(DOT\)](#)
To: [Curran, Kathy](#)
Cc: [Rothstein, Kevin](#); [Goddard, Jacquelyn \(DOT\)](#)
Subject: Dominican imposter with MA Real ID compliant license
Date: Monday, June 24, 2019 4:40:19 PM

Hi Kathy,

Please find below information concerning your inquiry.

"Through its participation in the State-to-State fraud prevention program, the Registry was notified of the fraudulent use of this identity, and suspended the individual's license in March 2019. The Registry is currently reviewing the transaction through which this individual was issued a license."

On background:

A REAL ID credential was issued to this individual on June 27, 2018.

In March 2019, the Registry learned, through its participation in the State-to-State (S2S) Program that is intended to ensure that individuals hold only 1 license and prevent against the fraudulent use of identities, that credentials with similar demographics had been identified in two other S2S jurisdictions. At that time, the RMV worked with its State Police partners to review the customer's documents supplied during the application process and to review the results received from the Program. As a result of this review, the Registry suspended the Massachusetts credential under the Complaint Fraudulent License (CFL) process.

- All customers seeking a learner's permit, driver's license or ID from the Registry of Motor Vehicles are required to provide documents proving their U.S. citizenship or lawful presence in the United States. This requirement applies to renewal customers as well and presents additional opportunities to identify customers who have engaged in fraudulent practices in the past when the RMV did not have the current level of fraud detection and prevention tools available to it.
- The RMV electronically verifies those documents and customer information through federal and state systems, which include checks against several state and federal databases to confirm authenticity of documents. Additionally, the RMV uses document authentication technology to scan the security features of identification documents provided by applicants and facial recognition software to prevent fraud.
- The RMV began participating in the S2S Program in March 2018. The Program compares demographic information of license and ID card holders in the 25 participating states.
- Based on the recommendation of the Department of Homeland Security, the Registry only accepts birth certificates from Puerto Rico if they were issued on or after July, 1, 2010.

Thanks,

Judi

From: Curran, Kathy <kcurran@hearst.com>
Sent: Monday, June 24, 2019 4:33 PM
To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>; Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>
Cc: Rothstein, Kevin <krothstein@hearst.com>
Subject: RE: Dominican imposter with MA Real ID compliant license

Hi Jacque and Judi,

I'm circling back on the questions below.

Thank you,
Kathy

Kathy Curran
Investigative Reporter- 5 Investigates
WCVB-TV
@KathyReports
(781)433-4579

From: Riley, Judith Reardon (DOT) [<mailto:judith.reardon.riley@state.ma.us>]
Sent: Monday, June 24, 2019 11:09 AM
To: Curran, Kathy <kcurran@hearst.com>
Subject: RE: Dominican imposter with MA Real ID compliant license

Thank you. What is your deadline?

From: Curran, Kathy <kcurran@hearst.com>
Sent: Monday, June 24, 2019 10:59 AM
To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>
Subject: Fwd: Dominican imposter with MA Real ID compliant license

Kathy Curran
5 Investigates
@kathyreports

781-433-4579

Sent from my iPhone

Begin forwarded message:

From: "Curran, Kathy" <kcurran@hearst.com>
Date: June 24, 2019 at 10:16:17 AM EDT
To: "Goddard, Jacquelyn (DOT)" <jacquelyn.goddard@state.ma.us>
Cc: "Curran, Kathy" <kcurran@hearst.com>, "Rothstein, Kevin" <krothstein@hearst.com>
Subject: Dominican imposter with MA Real ID compliant license

Good Morning Jacque and Judi,

A man by the name of [REDACTED] arrested in a fentanyl bust in Salem Friday. He was issued a MA license on [REDACTED]. His DOB is [REDACTED]. It looks like the Registry revoked his license in March. Can you tell us which registry issued this license? What the license was revoked for? If it was revoked due to fraud did the RMV refer the case to law enforcement?

The man's true identity is [REDACTED].

Thank you,
Kathy

Kathy Curran
Investigative Reporter- 5 Investigates
WCVB-TV
@KathyReports
(781)433-4579

From: [Riley, Judith \(DOT\)](#)
To: [Deveney, Erin \(DOT\)](#); [Finlaw, Sarah \(GOV\)](#)
Cc: [Goddard, Jacquelyn \(DOT\)](#); [Lavoie, Sara \(DOT\)](#); [Moss, Brendan C. \(GOV\)](#)
Subject: RE: Dominican imposter with MA Real ID compliant license Deadline 3 PM today
Date: Monday, June 24, 2019 4:31:56 PM

Is it okay to send this information to Kathy?

DRAFT 4:31 p m.

"Through its participation in the State-to-State fraud prevention program, the Registry was notified of the fraudulent use of this identity, and suspended the individual's license in March 2019. The Registry is currently reviewing the transaction through which this individual was issued a license."

On background:

A REAL ID credential was issued to this individual on June 27, 2018.

In March 2019, the Registry learned, through its participation in the State-to-State (S2S) Program that is intended to ensure that individuals hold only 1 license and prevent against the fraudulent use of identities, that credentials with similar demographics had been identified in two other S2S jurisdictions. At that time, the RMV worked with its State Police partners to review the customer's documents supplied during the application process and to review the results received from the Program. As a result of this review, the Registry suspended the Massachusetts credential under the Complaint Fraudulent License (CFL) process.

- All customers seeking a learner's permit, driver's license or ID from the Registry of Motor Vehicles are required to provide documents proving their U.S. citizenship or lawful presence in the United States. This requirement applies to renewal customers as well and presents additional opportunities to identify customers who have engaged in fraudulent practices in the past when the RMV did not have the current level of fraud detection and prevention tools available to it.

- The RMV electronically verifies those documents and customer information through federal and state systems, which include checks against several state and federal databases to confirm authenticity of documents. Additionally, the RMV uses document authentication technology to scan the security features of identification documents provided by applicants and facial recognition software to prevent fraud.

- The RMV began participating in the S2S Program in March 2018. The Program compares demographic information of license and ID card holders in the 25 participating states.

- Based on the recommendation of the Department of Homeland Security, the Registry only accepts birth certificates from Puerto Rico if they were issued on or after July, 1, 2010.

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

From: Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>
Sent: Monday, June 24, 2019 4:29 PM
To: Finlaw, Sarah (GOV) <sarah.finlaw@MassMail.State.MA.US>; Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>
Cc: Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>; Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>; Moss, Brendan C. (GOV) <Brendan.C.Moss@MassMail.State.MA.US>
Subject: RE: Dominican imposter with MA Real ID compliant license Deadline 3 PM today

Accurate.

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

From: Finlaw, Sarah (GOV)

Sent: Monday, June 24, 2019 4:26 PM

To: Riley, Judith (DOT)

Cc: Goddard, Jacquelyn (DOT); Deveney, Erin (DOT); Lavoie, Sara (DOT); Moss, Brendan C. (GOV)

Subject: RE: Dominican imposter with MA Real ID compliant license Deadline 3 PM today

Drafted a short on the record statement. Let me know what you think.

"Through its participation in the State-to-State fraud prevention program, the Registry was notified of the fraudulent use of this identity, and suspended the individual's license in March 2019. The Registry is currently reviewing the transaction through which this individual was issued a license."

On background:

A REAL ID credential was issued to this individual on June 27, 2018.

In March 2019, the Registry learned, through its participation in the State-to-State (S2S) Program that is intended to ensure that individuals hold only 1 license and prevent against the fraudulent use of identities, that credentials with similar demographics had been identified in two other S2S jurisdictions. At that time, the RMV worked with its State Police partners to review the customer's documents supplied during the application process and to review the results received from the Program. As a result of this review, the Registry suspended the Massachusetts credential under the Complaint Fraudulent License (CFL) process.

- All customers seeking a learner's permit, driver's license or ID from the Registry of Motor Vehicles are required to provide documents proving their U.S. citizenship or lawful presence in the United States. This requirement applies to renewal customers as well and presents additional opportunities to identify customers who have engaged in fraudulent practices in the past when the RMV did not have the current level of fraud detection and prevention tools available to it.

- The RMV electronically verifies those documents and customer information through federal and state systems, which include checks against several state and federal databases to confirm authenticity of documents. Additionally, the RMV uses document authentication technology to scan the security features of identification documents provided by applicants and facial recognition software to prevent fraud.

- The RMV began participating in the S2S Program in March 2018. The Program compares demographic information of license and ID card holders in the 25 participating states.

- Based on the recommendation of the Department of Homeland Security, the Registry only accepts birth certificates from Puerto Rico if they were issued on or after July, 1, 2010.

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

From: Riley, Judith Reardon (DOT)

Sent: Monday, June 24, 2019 4:18 PM

To: Finlaw, Sarah (GOV)

Cc: Goddard, Jacquelyn (DOT); Deveney, Erin (DOT); Lavoie, Sara (DOT); Moss, Brendan C. (GOV)

Subject: RE: Dominican imposter with MA Real ID compliant license Deadline 3 PM today

Hi Sarah,

I am just circling back on this request.

Thank you very much.

Judi

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

From: Riley, Judith (DOT)

Sent: Monday, June 24, 2019 3:00 PM

To: Finlaw, Sarah (GOV) <sarah.finlaw@MassMail.State.MA.US>

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>; Moss, Brendan C. (GOV) <Brendan.C.Moss@MassMail.State.MA.US>

Subject: Dominican imposter with MA Real ID compliant license Deadline 3 PM today

Importance: High

Hi Sarah,

Please find below an updated draft for your review.

DRAFT 2:50 PM

On background:

A REAL ID credential was issued to this individual on June 27, 2018.

In March 2019, the Registry learned, through its participation in the State-to-State (S2S) Program that is intended to ensure that individuals hold only 1 license and prevent against the fraudulent use of identities, that credentials with similar demographics had been identified in two other S2S jurisdictions. At that time, the RMV worked with its State Police partners to review the customer's documents supplied during the application process and to review the results received from the Program. As a result of this review, the Registry suspended the Massachusetts credential under the Complaint Fraudulent License (CFL) process.

- All customers seeking a learner's permit, driver's license or ID from the Registry of Motor Vehicles are required to provide documents proving their U.S. citizenship or lawful presence in the United States. This requirement applies to renewal customers as well and presents additional opportunities to identify customers who have engaged in fraudulent practices in the past when the RMV did not have the current level of fraud detection and prevention tools available to it.

- The RMV electronically verifies those documents and customer information through federal and state systems, which include checks against several state and federal databases to confirm authenticity of documents. Additionally, the RMV uses document authentication technology to scan the security features of identification documents provided by applicants and facial recognition software to prevent fraud.

- The RMV began participating in the S2S Program in March 2018. The Program compares demographic information of license and ID card holders in the 25 participating states.

- Based on the recommendation of the Department of Homeland Security, the Registry only accepts birth certificates from Puerto Rico if they were issued on or after July, 1, 2010.

Thanks,

Judi

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

From: Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>

Sent: Monday, June 24, 2019 2:57 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>

Subject: RE: Dominican imposter with MA Real ID compliant license Deadline 3 PM today

DRAFT 2:50 PM

On background:

A REAL ID credential was issued to this individual on June 27, 2018.

In March 2019, the Registry learned, through its participation in the State-to-State (S2S) Program that is intended to ensure that individuals hold only 1 license and prevent against the fraudulent use of identities, that credentials with similar demographics had been identified in two other S2S jurisdictions. At that time, the RMV worked with its State Police partners to review the customer's documents supplied during the application process and to review the results received from the Program. As a result of this review, the Registry suspended the Massachusetts credential under the Complaint Fraudulent License (CFL) process.

- All customers seeking a learner's permit, driver's license or ID from the Registry of Motor Vehicles are required to provide documents proving their U.S. citizenship or lawful presence in the United States. This requirement applies to renewal customers as well and presents additional opportunities to identify customers who have engaged in fraudulent practices in the past when the RMV did not have the current level of fraud detection and prevention tools available to it.

- The RMV electronically verifies those documents and customer information through federal and state systems, which include checks against several state and federal databases to confirm authenticity of documents. Additionally, the RMV uses document authentication technology to scan the security features of identification documents provided by applicants and facial recognition software to prevent fraud.

- The RMV began participating in the S2S Program in March 2018. The Program compares demographic information of license and ID card holders in the 25 participating states.

- Based on the recommendation of the Department of Homeland Security, the Registry only accepts birth certificates from Puerto Rico if they were issued on or after July, 1, 2010.

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

From: Riley, Judith (DOT)

Sent: Monday, June 24, 2019 2:47 PM

To: Deveney, Erin (DOT); Lavoie, Sara (DOT)

Cc: Goddard, Jacquelyn (DOT)

Subject: RE: Dominican imposter with MA Real ID compliant license Deadline 3 PM today

Importance: High

Hi Registrar and Sara,

Would you please review the updated draft below?

REVISED DRAFT 2:33 p.m.

On background:

A REAL ID credential was issued to this individual on June 27, 2018 at the RMV Service Center in Lowell.

In March 2019, the Registry learned, through its participation in the fraud detection and deterrent State 2 State Program, that credentials with similar demographics had been identified in two other State 2 State jurisdictions. At that time, the RMV worked with its State Police partners to review the customer's documents supplied during the application process and to review the results received from the Program. As a result of this review, the Registry immediately suspended the Massachusetts credential under the Complaint Fraudulent License provision.

- All customers seeking a learner's permit, driver's license or ID from the Registry of Motor Vehicles are required to provide documents proving their U.S. citizenship or lawful presence in the United States, as well as a social security number, which is then verified through the Social Security Administration. These requirements apply to renewal customers as well and present additional opportunities to identify customers who have engaged in fraudulent practices in the past when the RMV did not have the current level of fraud detection and prevention tools available to it.

- The RMV electronically verifies those documents and customer information through federal and state systems, which include checks against several state and federal databases to confirm authenticity of documents. Additionally, the RMV uses document authentication technology to scan the security features of identification documents provided by applicants and facial recognition software to prevent fraud.

- The RMV began participating in the State 2 State Program in . The Program compares demographic information of license and ID card holders in the 25 participating states.

- Based on the recommendation of the Department of Homeland Security, the Registry only accepts birth certificates from Puerto Rico if they were issued on or after July, 1, 2010.

Thanks,

Judi

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

From: Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>

Sent: Monday, June 24, 2019 12:22 PM

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

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

Subject: RE: Dominican imposter with MA Real ID compliant license Deadline 3 PM today

Here are some DRAFT answers as of 12:22pm:

The credential was issued June 27, 2018 at the Lowell Service Center.

The license has been suspended under the Complaint Fraudulent License provision since March 16, 2019. At that time, the RMV worked with its State Police partners to review the customer's documents supplied during the application process and review results from the State 2 State program which showed credentials issued with similar demographic by two other State 2 State jurisdictions. As a result of that review, the RMV mailed notice to the operator on March 6, 2019 that the credential would be suspended in 10 days. The operator has never responded to the RMV's suspension notice and as a result remains suspended indefinitely.

Sara Lavoie
Director of Enforcement Services

Begin forwarded message:

From: "Curran, Kathy" <kcurran@hearst.com<<mailto:kcurran@hearst.com>>>

Date: June 24, 2019 at 10:16:17 AM EDT

To: "Goddard, Jacquelyn (DOT)"

<jacquelyn.goddard@dot.state.ma.us<<mailto:jacquelyn.goddard@dot.state.ma.us>>>

Cc: "Curran, Kathy" <kcurran@hearst.com<<mailto:kcurran@hearst.com>>>, "Rothstein, Kevin"

<krothstein@hearst.com<<mailto:krothstein@hearst.com>>>

Subject: Dominican imposter with MA Real ID compliant license Good Morning Jacque and Judi,

A man by the name of [REDACTED] was arrested in a fentanyl bust in Salem Friday. He was issued a MA license on [REDACTED]. His DOB is [REDACTED]. It looks like the Registry revoked his license in March.

Can you tell us which registry issued this license? What the license was revoked for? If it was revoked due to fraud did the RMV refer the case to law enforcement?

The man's true identity is 

Thank you,
Kathy

Kathy Curran
Investigative Reporter- 5 Investigates
WCVB-TV
@KathyReports
(781)433-4579

From: [Deveney, Erin \(DOT\)](#)
To: [Finlaw, Sarah \(GOV\)](#); [Riley, Judith \(DOT\)](#)
Cc: [Goddard, Jacquelyn \(DOT\)](#); [Lavoie, Sara \(DOT\)](#); [Moss, Brendan C. \(GOV\)](#)
Subject: RE: Dominican imposter with MA Real ID compliant license Deadline 3 PM today
Date: Monday, June 24, 2019 4:28:53 PM

Accurate.

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

From: Finlaw, Sarah (GOV)
Sent: Monday, June 24, 2019 4:26 PM
To: Riley, Judith (DOT)
Cc: Goddard, Jacquelyn (DOT); Deveney, Erin (DOT); Lavoie, Sara (DOT); Moss, Brendan C. (GOV)
Subject: RE: Dominican imposter with MA Real ID compliant license Deadline 3 PM today

Drafted a short on the record statement. Let me know what you think.

"Through its participation in the State-to-State fraud prevention program, the Registry was notified of the fraudulent use of this identity, and suspended the individual's license in March 2019. The Registry is currently reviewing the transaction through which this individual was issued a license."

On background:

A REAL ID credential was issued to this individual on June 27, 2018.

In March 2019, the Registry learned, through its participation in the State-to-State (S2S) Program that is intended to ensure that individuals hold only 1 license and prevent against the fraudulent use of identities, that credentials with similar demographics had been identified in two other S2S jurisdictions. At that time, the RMV worked with its State Police partners to review the customer's documents supplied during the application process and to review the results received from the Program. As a result of this review, the Registry suspended the Massachusetts credential under the Complaint Fraudulent License (CFL) process.

- All customers seeking a learner's permit, driver's license or ID from the Registry of Motor Vehicles are required to provide documents proving their U.S. citizenship or lawful presence in the United States. This requirement applies to renewal customers as well and presents additional opportunities to identify customers who have engaged in fraudulent practices in the past when the RMV did not have the current level of fraud detection and prevention tools available to it.

- The RMV electronically verifies those documents and customer information through federal and state systems, which include checks against several state and federal databases to confirm authenticity of documents. Additionally, the RMV uses document authentication technology to scan the security features of identification documents provided by applicants and facial recognition software to prevent fraud.

- The RMV began participating in the S2S Program in March 2018. The Program compares demographic information of license and ID card holders in the 25 participating states.

- Based on the recommendation of the Department of Homeland Security, the Registry only accepts birth certificates from Puerto Rico if they were issued on or after July, 1, 2010.

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

From: Riley, Judith Reardon (DOT)
Sent: Monday, June 24, 2019 4:18 PM
To: Finlaw, Sarah (GOV)
Cc: Goddard, Jacquelyn (DOT); Deveney, Erin (DOT); Lavoie, Sara (DOT); Moss, Brendan C. (GOV)
Subject: RE: Dominican imposter with MA Real ID compliant license Deadline 3 PM today

Hi Sarah,

I am just circling back on this request.

Thank you very much.

Judi

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

From: Riley, Judith (DOT)

Sent: Monday, June 24, 2019 3:00 PM

To: Finlaw, Sarah (GOV) <sarah.finlaw@MassMail.State.MA.US>

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>; Moss, Brendan C. (GOV) <Brendan.C.Moss@MassMail.State.MA.US>

Subject: Dominican imposter with MA Real ID compliant license Deadline 3 PM today

Importance: High

Hi Sarah,

Please find below an updated draft for your review.

DRAFT 2:50 PM

On background:

A REAL ID credential was issued to this individual on June 27, 2018.

In March 2019, the Registry learned, through its participation in the State-to-State (S2S) Program that is intended to ensure that individuals hold only 1 license and prevent against the fraudulent use of identities, that credentials with similar demographics had been identified in two other S2S jurisdictions. At that time, the RMV worked with its State Police partners to review the customer's documents supplied during the application process and to review the results received from the Program. As a result of this review, the Registry suspended the Massachusetts credential under the Complaint Fraudulent License (CFL) process.

- All customers seeking a learner's permit, driver's license or ID from the Registry of Motor Vehicles are required to provide documents proving their U.S. citizenship or lawful presence in the United States. This requirement applies to renewal customers as well and presents additional opportunities to identify customers who have engaged in fraudulent practices in the past when the RMV did not have the current level of fraud detection and prevention tools available to it.

- The RMV electronically verifies those documents and customer information through federal and state systems, which include checks against several state and federal databases to confirm authenticity of documents. Additionally, the RMV uses document authentication technology to scan the security features of identification documents provided by applicants and facial recognition software to prevent fraud.

- The RMV began participating in the S2S Program in March 2018. The Program compares demographic information of license and ID card holders in the 25 participating states.

- Based on the recommendation of the Department of Homeland Security, the Registry only accepts birth certificates from Puerto Rico if they were issued on or after July, 1, 2010.

Thanks,

Judi

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

From: Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>

Sent: Monday, June 24, 2019 2:57 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>

Subject: RE: Dominican imposter with MA Real ID compliant license Deadline 3 PM today

DRAFT 2:50 PM

On background:

A REAL ID credential was issued to this individual on June 27, 2018.

In March 2019, the Registry learned, through its participation in the State-to-State (S2S) Program that is intended to ensure that individuals hold only 1 license and prevent against the fraudulent use of identities, that credentials with similar demographics had been identified in two other S2S jurisdictions. At that time, the RMV worked with its State Police partners to review the customer's documents supplied during the application process and to review the results received from the Program. As a result of this review, the Registry suspended the Massachusetts credential under the Complaint Fraudulent License (CFL) process.

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- Based on the recommendation of the Department of Homeland Security, the Registry only accepts birth certificates from Puerto Rico if they were issued on or after July, 1, 2010.

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

From: Riley, Judith (DOT)

Sent: Monday, June 24, 2019 2:47 PM

To: Deveney, Erin (DOT); Lavoie, Sara (DOT)

Cc: Goddard, Jacquelyn (DOT)

Subject: RE: Dominican imposter with MA Real ID compliant license Deadline 3 PM today

Importance: High

Hi Registrar and Sara,

Would you please review the updated draft below?

REVISED DRAFT 2:33 p.m.

On background:

A REAL ID credential was issued to this individual on June 27, 2018 at the RMV Service Center in Lowell.

In March 2019, the Registry learned, through its participation in the fraud detection and deterrent State 2 State Program, that credentials with similar demographics had been identified in two other State 2 State jurisdictions. At that time, the RMV worked with its State Police partners to review the customer's documents supplied during the application process and to review the results received from the Program. As a result of this review, the Registry immediately suspended the Massachusetts credential under the Complaint Fraudulent License provision.

- All customers seeking a learner's permit, driver's license or ID from the Registry of Motor Vehicles are required to provide documents proving their U.S. citizenship or lawful presence in the United States, as well as a social security number, which is then verified through the Social Security Administration. These requirements apply to renewal customers as well and present additional opportunities to identify customers who have engaged in fraudulent practices in the past when the RMV did not have the current level of fraud detection and prevention tools available to it.

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- The RMV began participating in the State 2 State Program in . The Program compares demographic information of license and ID card holders in the 25 participating states.

- Based on the recommendation of the Department of Homeland Security, the Registry only accepts birth certificates from Puerto Rico if they were issued on or after July, 1, 2010.

Thanks,

Judi

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

From: Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>

Sent: Monday, June 24, 2019 12:22 PM

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

Cc: Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Goddard, Jacquelyn (DOT)

<Jacquelyn.Goddard@dot.state.ma.us>; Finlaw, Sarah (GOV) <sarah.finlaw@MassMail.State.MA.US>

Subject: RE: Dominican imposter with MA Real ID compliant license Deadline 3 PM today

Here are some DRAFT answers as of 12:22pm:

The credential was issued June 27, 2018 at the Lowell Service Center.

The license has been suspended under the Complaint Fraudulent License provision since March 16, 2019. At that time, the RMV worked with its State Police partners to review the customer's documents supplied during the application process and review results from the State 2 State program which showed credentials issued with similar demographic by two other State 2 State jurisdictions. As a result of that review, the RMV mailed notice to the operator on March 6, 2019 that the credential would be suspended in 10 days. The operator has never responded to the RMV's suspension notice and as a result remains suspended indefinitely.

Sara Lavoie

Director of Enforcement Services

Begin forwarded message:

From: "Curran, Kathy" <kcurran@hearst.com<<mailto:kcurran@hearst.com>>>

Date: June 24, 2019 at 10:16:17 AM EDT

To: "Goddard, Jacquelyn (DOT)"

<jacquelyn.goddard@dot.state.ma.us<<mailto:jacquelyn.goddard@dot.state.ma.us>>>

Cc: "Curran, Kathy" <kcurran@hearst.com<<mailto:kcurran@hearst.com>>>, "Rothstein, Kevin"

<krothstein@hearst.com<<mailto:krothstein@hearst.com>>>

Subject: Dominican imposter with MA Real ID compliant license Good Morning Jacque and Judi,

A man by the name of [REDACTED] was arrested in a fentanyl bust in Salem Friday. He was issued a MA license on [REDACTED]. His DOB is [REDACTED]. It looks like the Registry revoked his license in March. Can you tell us which registry issued this license? What the license was revoked for? If it was revoked due to fraud did the RMV refer the case to law enforcement?

The man's true identity is [REDACTED].

Thank you,
Kathy

Kathy Curran
Investigative Reporter- 5 Investigates
WCVB-TV
@KathyReports
(781)433-4579

From: [Riley, Judith \(DOT\)](#)
To: [Finlaw, Sarah \(GOV\)](#)
Cc: [Goddard, Jacquelyn \(DOT\)](#); [Deveney, Erin \(DOT\)](#); [Lavoie, Sara \(DOT\)](#); [Moss, Brendan C. \(GOV\)](#)
Subject: RE: Dominican imposter with MA Real ID compliant license Deadline 3 PM today
Date: Monday, June 24, 2019 4:17:38 PM

Hi Sarah,

I am just circling back on this request.

Thank you very much.

Judi

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

From: Riley, Judith (DOT)
Sent: Monday, June 24, 2019 3:00 PM
To: Finlaw, Sarah (GOV) <sarah.finlaw@MassMail.State.MA.US>
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>; Moss, Brendan C. (GOV) <Brendan.C.Moss@MassMail.State.MA.US>
Subject: Dominican imposter with MA Real ID compliant license Deadline 3 PM today
Importance: High

Hi Sarah,

Please find below an updated draft for your review.

DRAFT 2:50 PM

On background:

A REAL ID credential was issued to this individual on June 27, 2018.

In March 2019, the Registry learned, through its participation in the State-to-State (S2S) Program that is intended to ensure that individuals hold only 1 license and prevent against the fraudulent use of identities, that credentials with similar demographics had been identified in two other S2S jurisdictions. At that time, the RMV worked with its State Police partners to review the customer's documents supplied during the application process and to review the results received from the Program. As a result of this review, the Registry suspended the Massachusetts credential under the Complaint Fraudulent License (CFL) process.

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- The RMV began participating in the S2S Program in March 2018. The Program compares demographic information of license and ID card holders in the 25 participating states.

- Based on the recommendation of the Department of Homeland Security, the Registry only accepts birth certificates from Puerto Rico if they were issued on or after July, 1, 2010.

Thanks,

Judi

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

From: Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>

Sent: Monday, June 24, 2019 2:57 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>

Subject: RE: Dominican imposter with MA Real ID compliant license Deadline 3 PM today

DRAFT 2:50 PM

On background:

A REAL ID credential was issued to this individual on June 27, 2018.

In March 2019, the Registry learned, through its participation in the State-to-State (S2S) Program that is intended to ensure that individuals hold only 1 license and prevent against the fraudulent use of identities, that credentials with similar demographics had been identified in two other S2S jurisdictions. At that time, the RMV worked with its State Police partners to review the customer's documents supplied during the application process and to review the results received from the Program. As a result of this review, the Registry suspended the Massachusetts credential under the Complaint Fraudulent License (CFL) process.

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- Based on the recommendation of the Department of Homeland Security, the Registry only accepts birth certificates from Puerto Rico if they were issued on or after July, 1, 2010.

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

From: Riley, Judith (DOT)

Sent: Monday, June 24, 2019 2:47 PM

To: Deveney, Erin (DOT); Lavoie, Sara (DOT)

Cc: Goddard, Jacquelyn (DOT)

Subject: RE: Dominican imposter with MA Real ID compliant license Deadline 3 PM today

Importance: High

Hi Registrar and Sara,

Would you please review the updated draft below?

REVISED DRAFT 2:33 p.m.

On background:

A REAL ID credential was issued to this individual on June 27, 2018 at the RMV Service Center in Lowell.

In March 2019, the Registry learned, through its participation in the fraud detection and deterrent State 2 State Program, that credentials with similar demographics had been identified in two other State 2 State jurisdictions. At that time, the RMV worked with its State Police partners to review the customer's documents supplied during the application process and to review the results received from the Program. As a result of this review, the Registry immediately suspended the Massachusetts credential under the Complaint Fraudulent License provision.

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- The RMV began participating in the State 2 State Program in . The Program compares demographic information of license and ID card holders in the 25 participating states.
- Based on the recommendation of the Department of Homeland Security, the Registry only accepts birth certificates from Puerto Rico if they were issued on or after July, 1, 2010.

Thanks,

Judi

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

From: Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>

Sent: Monday, June 24, 2019 12:22 PM

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

Cc: Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Goddard, Jacquelyn (DOT)

<Jacquelyn.Goddard@dot.state.ma.us>; Finlaw, Sarah (GOV) <sarah.finlaw@MassMail.State.MA.US>

Subject: RE: Dominican imposter with MA Real ID compliant license Deadline 3 PM today

Here are some DRAFT answers as of 12:22pm:

The credential was issued June 27, 2018 at the Lowell Service Center.

The license has been suspended under the Complaint Fraudulent License provision since March 16, 2019. At that time, the RMV worked with its State Police partners to review the customer's documents supplied during the application process and review results from the State 2 State program which showed credentials issued with similar demographic by two other State 2 State jurisdictions. As a result of that review, the RMV mailed notice to the operator on March 6, 2019 that the credential would be suspended in 10 days. The operator has never responded to the RMV's suspension notice and as a result remains suspended indefinitely.

Sara Lavoie
Director of Enforcement Services

Begin forwarded message:

From: "Curran, Kathy" <kcurran@hearst.com<<mailto:kcurran@hearst.com>>>

Date: June 24, 2019 at 10:16:17 AM EDT

To: "Goddard, Jacquelyn (DOT)"

<jacquelyn.goddard@dot.state.ma.us<<mailto:jacquelyn.goddard@dot.state.ma.us>>>

Cc: "Curran, Kathy" <kcurran@hearst.com<<mailto:kcurran@hearst.com>>>, "Rothstein, Kevin"

<krothstein@hearst.com<<mailto:krothstein@hearst.com>>>

Subject: Dominican imposter with MA Real ID compliant license Good Morning Jacque and Judi,

A man by the name of [REDACTED] was arrested in a fentanyl bust in Salem Friday. He was issued a MA license on [REDACTED]. His DOB is [REDACTED]. It looks like the Registry revoked his license in March. Can you tell us which registry issued this license? What the license was revoked for? If it was revoked due to fraud did the RMV refer the case to law enforcement?

The man's true identity is [REDACTED]

Thank you,
Kathy

Kathy Curran
Investigative Reporter- 5 Investigates
WCVB-TV
@KathyReports
(781)433-4579

From: [Riley, Judith \(DOT\)](#)
To: [Finlaw, Sarah \(GOV\)](#)
Cc: [Goddard, Jacquelyn \(DOT\)](#); [Deveney, Erin \(DOT\)](#); [Lavoie, Sara \(DOT\)](#); [Moss, Brendan C. \(GOV\)](#)
Subject: Dominican imposter with MA Real ID compliant license Deadline 3 PM today
Date: Monday, June 24, 2019 2:59:51 PM

Hi Sarah,

Please find below an updated draft for your review.

DRAFT 2:50 PM

On background:

A REAL ID credential was issued to this individual on June 27, 2018.

In March 2019, the Registry learned, through its participation in the State-to-State (S2S) Program that is intended to ensure that individuals hold only 1 license and prevent against the fraudulent use of identities, that credentials with similar demographics had been identified in two other S2S jurisdictions. At that time, the RMV worked with its State Police partners to review the customer's documents supplied during the application process and to review the results received from the Program. As a result of this review, the Registry suspended the Massachusetts credential under the Complaint Fraudulent License (CFL) process.

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Thanks,

Judi

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

From: Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>
Sent: Monday, June 24, 2019 2:57 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>
Subject: RE: Dominican imposter with MA Real ID compliant license Deadline 3 PM today

DRAFT 2:50 PM

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

From: Riley, Judith (DOT)

Sent: Monday, June 24, 2019 2:47 PM

To: Deveney, Erin (DOT); Lavoie, Sara (DOT)

Cc: Goddard, Jacquelyn (DOT)

Subject: RE: Dominican imposter with MA Real ID compliant license Deadline 3 PM today

Importance: High

Hi Registrar and Sara,

Would you please review the updated draft below?

REVISED DRAFT 2:33 p.m.

On background:

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Thanks,

Judi

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

From: Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>
Sent: Monday, June 24, 2019 12:22 PM
To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>
Cc: Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>; Finlaw, Sarah (GOV) <sarah.finlaw@MassMail.State.MA.US>
Subject: RE: Dominican imposter with MA Real ID compliant license Deadline 3 PM today

Here are some DRAFT answers as of 12:22pm:

The credential was issued June 27, 2018 at the Lowell Service Center. The license has been suspended under the Complaint Fraudulent License provision since March 16, 2019. At that time, the RMV worked with its State Police partners to review the customer's documents supplied during the application process and review results from the State 2 State program which showed credentials issued with similar demographic by two other State 2 State jurisdictions. As a result of that review, the RMV mailed notice to the operator on March 6, 2019 that the credential would be suspended in 10 days. The operator has never responded to the RMV's suspension notice and as a result remains suspended indefinitely.

Sara Lavoie
Director of Enforcement Services

Begin forwarded message:

From: "Curran, Kathy" <kcurran@hearst.com<<mailto:kcurran@hearst.com>>>
Date: June 24, 2019 at 10:16:17 AM EDT
To: "Goddard, Jacquelyn (DOT)" <jacquelyn.goddard@dot.state.ma.us<<mailto:jacquelyn.goddard@dot.state.ma.us>>>
Cc: "Curran, Kathy" <kcurran@hearst.com<<mailto:kcurran@hearst.com>>>, "Rothstein, Kevin" <krothstein@hearst.com<<mailto:krothstein@hearst.com>>>
Subject: Dominican imposter with MA Real ID compliant license Good Morning Jacque and Judi,

A man by the name of [REDACTED] was arrested in a fentanyl bust in Salem Friday. He was issued a MA license on [REDACTED]. His DOB is [REDACTED]. It looks like the Registry revoked his license in March. Can you tell us which registry issued this license? What the license was revoked for? If it was revoked due to fraud did the RMV refer the case to law enforcement?

The man's true identity is [REDACTED]

Thank you,
Kathy

Kathy Curran
Investigative Reporter- 5 Investigates
WCVB-TV
@KathyReports
(781)433-4579

From: [Deveney, Erin \(DOT\)](#)
To: [Riley, Judith \(DOT\)](#); [Lavoie, Sara \(DOT\)](#)
Cc: [Goddard, Jacquelyn \(DOT\)](#)
Subject: RE: Dominican imposter with MA Real ID compliant license Deadline 3 PM today
Date: Monday, June 24, 2019 2:56:51 PM

DRAFT 2:50 PM

On background:

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

From: Riley, Judith (DOT)
Sent: Monday, June 24, 2019 2:47 PM
To: Deveney, Erin (DOT); Lavoie, Sara (DOT)
Cc: Goddard, Jacquelyn (DOT)
Subject: RE: Dominican imposter with MA Real ID compliant license Deadline 3 PM today
Importance: High

Hi Registrar and Sara,

Would you please review the updated draft below?

REVISED DRAFT 2:33 p.m.

On background:

A REAL ID credential was issued to this individual on June 27, 2018 at the RMV Service Center in Lowell.

In March 2019, the Registry learned, through its participation in the fraud detection and deterrent State 2 State Program, that credentials with similar demographics had been identified in two other State 2 State jurisdictions. At that time, the RMV worked with its State Police partners to review the customer's documents supplied during the application process and to review the results received from the Program. As a result of this review, the Registry immediately suspended the Massachusetts credential under the Complaint Fraudulent License provision.

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- Based on the recommendation of the Department of Homeland Security, the Registry only accepts birth certificates from Puerto Rico if they were issued on or after July, 1, 2010.

Thanks,

Judi

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

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

Sent: Monday, June 24, 2019 1:29 PM

To: Moss, Brendan C. (GOV) <Brendan.C.Moss@MassMail.State.MA.US>; Finlaw, Sarah (GOV) <sarah.finlaw@MassMail.State.MA.US>

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>

Subject: FW: Dominican imposter with MA Real ID compliant license Deadline 3 PM today

Importance: High

Hi Brendan and Sarah,

Please find below the draft response from Sara Lavoie. The Registrar has approved this draft. Please note that the credential was issued to this individual in June 2018 based on the documents that were presented at that time.

Draft 1:25 p m.

The credential was issued June 27, 2018 at the Lowell Service Center.

The license has been suspended under the Complaint Fraudulent License provision since March 16, 2019. At that time, the RMV worked with its State Police partners to review the customer's documents supplied during the application process and review results from the State 2 State program which showed credentials issued with similar demographic by two other State 2 State jurisdictions. As a result of that review, the RMV mailed notice to the operator on March 6, 2019 that the credential would be suspended in 10 days. The operator has never responded to the RMV's suspension notice and as a result remains suspended indefinitely.

Thanks,

Judi

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

From: Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>
Sent: Monday, June 24, 2019 12:22 PM
To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>
Cc: Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>; Finlaw, Sarah (GOV) <sarah.finlaw@MassMail.State.MA.US>
Subject: RE: Dominican imposter with MA Real ID compliant license Deadline 3 PM today

Here are some DRAFT answers as of 12:22pm:

The credential was issued June 27, 2018 at the Lowell Service Center.
The license has been suspended under the Complaint Fraudulent License provision since March 16, 2019. At that time, the RMV worked with its State Police partners to review the customer's documents supplied during the application process and review results from the State 2 State program which showed credentials issued with similar demographic by two other State 2 State jurisdictions. As a result of that review, the RMV mailed notice to the operator on March 6, 2019 that the credential would be suspended in 10 days. The operator has never responded to the RMV's suspension notice and as a result remains suspended indefinitely.

Sara Lavoie
Director of Enforcement Services

From: Riley, Judith (DOT)
Sent: Monday, June 24, 2019 11:24 AM
To: Lavoie, Sara (DOT)
Cc: Deveney, Erin (DOT); Goddard, Jacquelyn (DOT); Finlaw, Sarah (GOV)
Subject: RE: Dominican imposter with MA Real ID compliant license Deadline 3 PM today

Thank you very much.

From: Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>
Sent: Monday, June 24, 2019 11:24 AM
To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>
Cc: Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>; Finlaw, Sarah (GOV) <sarah.finlaw@MassMail.State.MA.US>
Subject: Re: Dominican imposter with MA Real ID compliant license Deadline 3 PM today

Ok, finishing our senior staff meeting and once this ends, we will review the records and draft responses.
Sent from my iPhone

On Jun 24, 2019, at 11:17 AM, Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us<<mailto:JudithReardon.Riley@dot.state.ma.us>>> wrote:
Kathy just told me that this story will air today, so her deadline is 3:00 p.m.

From: Riley, Judith (DOT)
Sent: Monday, June 24, 2019 11:09 AM
To: Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us<<mailto:Erin.Deveney@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>>>
Subject: Dominican imposter with MA Real ID compliant license

Hi Registrar and Sara,

Please see the request below from Kathy Curran. Would you please help?

Thanks,

Judi

Begin forwarded message:

From: "Curran, Kathy" <kcurran@hearst.com<<mailto:kcurran@hearst.com>>>

Date: June 24, 2019 at 10:16:17 AM EDT

To: "Goddard, Jacquelyn (DOT)"

<jacquelyn.goddard@dot.state.ma.us<<mailto:jacquelyn.goddard@dot.state.ma.us>>>

Cc: "Curran, Kathy" <kcurran@hearst.com<<mailto:kcurran@hearst.com>>>, "Rothstein, Kevin"

<krothstein@hearst.com<<mailto:krothstein@hearst.com>>>

Subject: Dominican imposter with MA Real ID compliant license Good Morning Jacque and Judi,

A man by the name of [REDACTED] was arrested in a fentanyl bust in Salem Friday. He was issued a MA license on [REDACTED]. His DOB is [REDACTED]. It looks like the Registry revoked his license in March. Can you tell us which registry issued this license? What the license was revoked for? If it was revoked due to fraud did the RMV refer the case to law enforcement?

The man's true identity is [REDACTED]

Thank you,
Kathy

Kathy Curran
Investigative Reporter- 5 Investigates
WCVB-TV
@KathyReports
(781)433-4579

From: [Riley, Judith \(DOT\)](#)
To: [Deveney, Erin \(DOT\)](#); [Lavoie, Sara \(DOT\)](#)
Cc: [Goddard, Jacquelyn \(DOT\)](#)
Subject: RE: Dominican imposter with MA Real ID compliant license Deadline 3 PM today
Date: Monday, June 24, 2019 2:47:19 PM

Hi Registrar and Sara,

Would you please review the updated draft below?

REVISED DRAFT 2:33 p.m.

On background:

A REAL ID credential was issued to this individual on June 27, 2018 at the RMV Service Center in Lowell.

In March 2019, the Registry learned, through its participation in the fraud detection and deterrent State 2 State Program, that credentials with similar demographics had been identified in two other State 2 State jurisdictions. At that time, the RMV worked with its State Police partners to review the customer's documents supplied during the application process and to review the results received from the Program. As a result of this review, the Registry immediately suspended the Massachusetts credential under the Complaint Fraudulent License provision.

- All customers seeking a learner's permit, driver's license or ID from the Registry of Motor Vehicles are required to provide documents proving their U.S. citizenship or lawful presence in the United States, as well as a social security number, which is then verified through the Social Security Administration. These requirements apply to renewal customers as well and present additional opportunities to identify customers who have engaged in fraudulent practices in the past when the RMV did not have the current level of fraud detection and prevention tools available to it.
- The RMV electronically verifies those documents and customer information through federal and state systems, which include checks against several state and federal databases to confirm authenticity of documents. Additionally, the RMV uses document authentication technology to scan the security features of identification documents provided by applicants and facial recognition software to prevent fraud.
- The RMV began participating in the State 2 State Program in . The Program compares demographic information of license and ID card holders in the 25 participating states.
- Based on the recommendation of the Department of Homeland Security, the Registry only accepts birth certificates from Puerto Rico if they were issued on or after July, 1, 2010.

Thanks,

Judi

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

From: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>
Sent: Monday, June 24, 2019 1:29 PM
To: Moss, Brendan C. (GOV) <Brendan.C.Moss@MassMail.State.MA.US>; Finlaw, Sarah (GOV) <sarah.finlaw@MassMail.State.MA.US>
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>
Subject: FW: Dominican imposter with MA Real ID compliant license Deadline 3 PM today
Importance: High

Hi Brendan and Sarah,

Please find below the draft response from Sara Lavoie. The Registrar has approved this draft. Please note that the credential was issued to this individual in June 2018 based on the documents that were presented at that time.

Draft 1:25 p m.

The credential was issued June 27, 2018 at the Lowell Service Center.

The license has been suspended under the Complaint Fraudulent License provision since March 16, 2019. At that time, the RMV worked with its State Police partners to review the customer's documents supplied during the application process and review results from the State 2 State program which showed credentials issued with similar demographic by two other State 2 State jurisdictions. As a result of that review, the RMV mailed notice to the operator on March 6, 2019 that the credential would be suspended in 10 days. The operator has never responded to the RMV's suspension notice and as a result remains suspended indefinitely.

Thanks,

Judi

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To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>
Cc: Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>; Finlaw, Sarah (GOV) <sarah.finlaw@MassMail.State.MA.US>
Subject: RE: Dominican imposter with MA Real ID compliant license Deadline 3 PM today

Here are some DRAFT answers as of 12:22pm:

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Sara Lavoie
Director of Enforcement Services

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To: Lavoie, Sara (DOT)
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Subject: RE: Dominican imposter with MA Real ID compliant license Deadline 3 PM today

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Subject: Re: Dominican imposter with MA Real ID compliant license Deadline 3 PM today

Ok, finishing our senior staff meeting and once this ends, we will review the records and draft responses.
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<JudithReardon.Riley@dot.state.ma.us<<mailto:JudithReardon.Riley@dot.state.ma.us>>> wrote:
Kathy just told me that this story will air today, so her deadline is 3:00 p.m.

From: Riley, Judith (DOT)
Sent: Monday, June 24, 2019 11:09 AM
To: Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us<<mailto:Erin.Deveney@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>>>
Subject: Dominican imposter with MA Real ID compliant license

Hi Registrar and Sara,

Please see the request below from Kathy Curran. Would you please help?

Thanks,

Judi

Begin forwarded message:
From: "Curran, Kathy" <kcurran@hearst.com<<mailto:kcurran@hearst.com>>>
Date: June 24, 2019 at 10:16:17 AM EDT
To: "Goddard, Jacquelyn (DOT)"
<jacquelyn.goddard@dot.state.ma.us<<mailto:jacquelyn.goddard@dot.state.ma.us>>>
Cc: "Curran, Kathy" <kcurran@hearst.com<<mailto:kcurran@hearst.com>>>, "Rothstein, Kevin"
<krothstein@hearst.com<<mailto:krothstein@hearst.com>>>
Subject: Dominican imposter with MA Real ID compliant license Good Morning Jacque and Judi,

A man by the name of [REDACTED] was arrested in a fentanyl bust in Salem Friday. He was issued a MA license on [REDACTED]. His DOB is [REDACTED]. It looks like the Registry revoked his license in March. Can you tell us which registry issued this license? What the license was revoked for? If it was revoked due to fraud did the RMV refer the case to law enforcement?

The man's true identity is [REDACTED].

Thank you,
Kathy

Kathy Curran
Investigative Reporter- 5 Investigates
WCVB-TV
@KathyReports
(781)433-4579

From: steve.mccollem@state.ma.us
To: rodney.bautista@state.ma.us
Cc: sye.chanthaboun@state.ma.us
Subject: SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)
Date: Monday, June 24, 2019 2:38:29 PM

Hi Rodney,

Can you run your automation cases on Tuesday to include a regression test of license manufacturing?

Thanks,
Steve

SQR 8376: Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields

Low (Level 4) Production Support Correction SQR for Interface raised from MA RMV Production by goyettew on Jun 11, 2019, Contact Person MR.winklerb.

PS - Test in MRS and assigned to MR.smccollem.

FCR solution number(s) are 5445.

Logs

Created by MR.Billy Goyette on Jun 11, 2019 8:08:42 PM

BusinessObject : MR_naMor.MR_naMorNpr
Environment : MRP
User : batch
DbUser :
RfrUser :
Machine : DOT-MAP-CHE-P05
Origin : StandAlone
Step : Set Folio Document Fields
RunDate : 6/11/2019
Access :
Status : 0
Timer : 2019-06-11 01746-96
Server :

ErrText

=====
System.Exception: IN gaEpr.gaEprPrc AT STAGE: Reset Isolation Level


```
---> System.Exception: IN gaEpr.gaEprRun AT STAGE: Execute method invoked
---> System.Exception: IN MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document
Fields
---> System.Exception: No IDs found for Customer Key: 827068480 and ID Types:
SNUM,CNVSNU,DATSNU
at MR.MR_agIss.MR_agIssCid.GetID(String pstrIDTypes, Boolean pblnForceID)
at MR.MR_agIss.MR_agIssCid.get_SNumber()
at MR.MR_naMor.MR_naMorNpr.Execute(Int32 plngInterfaceKey, Int32
plngActivityKey, String pstrInterfaceType, String pstrClientDocumentID, String
pstrFolioID, Boolean& pblnSuccessful)
--- End of inner exception stack trace ---
at Fast.ggBom.ggBomBas.ExecuteMessageInternal(ggMsgObj& pMsg, Boolean
pblnForceTransaction)
at Fast.ggBom.ggBomBas.ExecuteMessage(ggMsgObj& pMsg)
at Fast.gaEpr.gaEprRun.Execute(Int32 plngQueueKey, Int32 plngVer, Int32 plngVerLast,
String pstrKey, String pstrEvent, String pstrSource, String pstrDestination, DateTime
pdtmQueued, Int32 plngDeleted, DateTime pdtmIntervention, DateTime pdtmHoldTill,
Int16 pintAttempts, Int32 plngCustomerKey, Int32 plngAccountKey, String pstrSourceQ,
String pstrSuccessCriteria, String pstrData, Int64 pi64DeferredMessageGroupKey)
--- End of inner exception stack trace ---
at Fast.ggBom.ggBomBas.ExecuteMessageInternal(ggMsgObj& pMsg, Boolean
pblnForceTransaction)
at Fast.ggBom.ggBomBas.ExecuteMessageForceTransaction(ggMsgObj& pMsg)
at Fast.gaEpr.gaEprPrc.Execute_gaEprRun(Boolean pblnForceTransaction, Int32
plngQueueKey, Int32 plngVer, Int32 plngVerLast, String pstrKey, String pstrEvent, String
pstrSource, String pstrDestination, DateTime pdtmQueued, Int32 plngDeleted, DateTime
pdtmIntervention, DateTime pdtmHoldTill, Int16 pintAttempts, Int32 plngCustomerKey,
Int32 plngAccountKey, String pstrSourceQ, String pstrSuccessCriteria, String pstrData,
Int64 pi64DeferredMessageGroupKey)
at Fast.gaEpr.gaEprPrc.Execute(Int32 plngQueueKey, String pstrEvent)
--- End of inner exception stack trace ---
at Fast.ggBom.ggBomBas.ExecuteMessageInternal(ggMsgObj& pMsg, Boolean
pblnForceTransaction)
at Fast.ggBom.ggBomBas.ExecuteMessage(ggMsgObj& pMsg)
at Fast.ggBom.ggBomBas.RootExecute(Int32 plngRootKey, ggMsgObj& pMsg,
ggLbiMsx& pMsx)
```

Log Text

```
=====
[plngInterfaceKey=1146912160] [plngActivityKey=28103048]
[pstrInterfaceType=MORPHOnonprd] [pstrClientDocumentID=11f6b30a-2505-4c7a-8c8e-
d77f00c76569] [pstrFolioID=28103048.20190611001339] [pblnSuccessful=False]
```

Type changed from Production Support Change to Production Support Correction by MR.Billy Goyette on Jun 11, 2019 8:08:46 PM

Status changed from PS - Submitted to PS - Prioritize by MR.Billy Goyette on Jun 11, 2019 8:08:50 PM

Status changed from PS - Prioritize to PS - Assigned by MR.Billy Goyette on Jun 11, 2019 8:08:53 PM

Assigned to MR.Brian Winkler by MR.Billy Goyette on Jun 11, 2019 8:09:00 PM

Email sent to unassigned <Brian.Winkler@dot.state.ma.us> by MR.goyettew on Jun 11, 2019 8:18:47 PM Jun 11, 2019 8:18:47 PM

To: Brian.Winkler@dot.state.ma.us

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Sorry, this might be invalid - Didn't realize the time stamps were from the midnight , not today's nightly.

Priority changed from Needs Prioritization to Low (Level 4) by MR.Brian Winkler on Jun 12, 2019 7:43:06 AM

Assigned to MR.Vladimir Smirnov by MR.Brian Winkler on Jun 12, 2019 7:43:15 AM

Developer changed to MR.Vladimir Smirnov by MR.Brian Winkler on Jun 12, 2019 7:43:20 AM

Status changed from PS - Assigned to PS - In Progress by MR.Vladimir Smirnov on Jun 13, 2019 8:51:48 AM

Manager changed to MR.Vladimir Smirnov by MR.Vladimir Smirnov on Jun 13, 2019 8:52:36 AM

Status changed from PS - In Progress to PS - Test in MRT by MR.Vladimir Smirnov on Jun 13, 2019 1:39:35 PM

Status changed from PS - Test in MRT to PS - Migrate to MRS by MR.Vladimir Smirnov on Jun 13, 2019 1:39:39 PM

Comment by MR.Vladimir Smirnov on Jun 14, 2019 1:18:29 PM

This change should fix the intervention received when trying to send Idemia a Non-Production Photo (for Facial Recognition) without having an active Customer Level S-Number. This scenario isn't very common but we want ALL images to go through FR to prevent fraud.

To Test:

- Create a new Customer with a Driver Account and issue them a permit
- On the Customer springboard navigate to the "Ids" tab
- Click on the S-Number that has a blank space under the "Account Type" and "Account" columns
- Click on the "Valid" header link
- Click "Yes" to inactivate the ID when the modal window comes up
- Send me the S-Number and I will send the Non-Production record to Idemia
- If the change was successful then we shouldn't see an intervention
- We can also go into Issuance 360 (the Idemia software Enforcement Services use to review FR hits) and verify that the record made it over successfully

NOTE: You should also be able to inactivate all of the S-Numbers on the Customer and receive the same result.

Status changed from PS - Migrate to MRS to PS - Test in MRS by MR.Vladimir Smirnov on Jun 14, 2019 1:20:13 PM

Assigned to MR.Steve McCollem by MR.Vladimir Smirnov on Jun 14, 2019 1:20:13 PM

FYI: No need for a DL/ID Workstation on this one.

Email sent to Vladimir Smirnov <Vladimir.Smirnov@MassMail.State.MA.US> by MR.smccollem on Jun 18, 2019 11:58:46 AM Jun 18, 2019 11:58:46 AM

To: Vladimir.Smirnov@MassMail.State.MA.US

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Hi Vlad,

I used SA1120160 on this record. Please let me know the next steps.

-Steve

Attachment added by MR.Vladimir Smirnov on Jun 18, 2019 4:07:09 PM

Issuance 360 Record - June 18th

Email sent to Steve McCollem <steve.mccollem@state.ma.us> by MR.smirnovv on Jun 18, 2019 4:11:15 PM Jun 18, 2019 4:11:15 PM

To: steve.mccollem@state.ma.us

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Hey Steve,

It looks like that Interface was transmitted successfully. I have attached a screenshot of the Issuance 360 record for review.

Thanks,
Vlad

Email sent to Steve McCollem <steve.mccollem@state.ma.us> by MR.smirnovv on Jun 19, 2019 2:33:31 PM Jun 19, 2019 2:33:31 PM

To: steve.mccollem@state.ma.us

SQR 8376: Email (Nightly - Morpho Non-Production Intervention -

MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Hey Steve,

Since the test was successful this SQR can be staged to Migrate to MRP (unless you want QA to run through it again).

Thanks,
Vlad

Email sent to Rodney Bautista <Rodney.Bautista@dot.state.ma.us> by MR.smcollem on Jun 24, 2019 2:38:02 PM Jun 24, 2019 2:38:02 PM

To: Rodney.Bautista@dot.state.ma.us
Cc: sye.chanthaboun@state.ma.us

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Hi Rodney,

Can you run your automation cases on Tuesday to include a regression test of license manufacturing?

Thanks,
Steve

From: [Boyle, Christopher \(DOT\)](#)
To: [Brooks, Brian \(POL\)](#)
Subject: Facial Rec
Date: Monday, June 24, 2019 1:13:00 PM
Attachments: [image001.png](#)

Lt,

Based upon DLt Smith's retirement I believe we need to change the distribution list for facial recognition.

I believe Sgt Oley is the new contact at State ID.

Boyle

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
cell: 781-738-7286



From: [Boyle, Christopher \(DOT\)](#)
To: [REDACTED]
Subject: RE: Facial rec
Date: Monday, June 24, 2019 1:06:36 PM

[REDACTED] was only issued a MA ID. Upon applying for a permit, he attempted to pass fraudulent documents which were caught at the registry. His right to operate and/or apply for a license has been revoked.

Chris

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

From: Chandler, Brittany (POL)
Sent: Wednesday, June 19, 2019 2:40 PM
To: [REDACTED]

Subject: FW: Facial rec

Good Afternoon,

We received the below request for facial recognition. The requestor knew the identity provided was a stolen Puerto Rican ID ([REDACTED]). Facial rec returned the MA license/identity of the likely person ([REDACTED]).

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.

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

From: Commonwealth Fusion Center (POL)
Sent: Wednesday, June 19, 2019 2:25 PM
To: [REDACTED]@tewksbury-ma.gov>
Subject: RE: Facial rec

Good Afternoon,

Facial recognition returned an MA license/identity of [REDACTED]

Please directly contact the MSP Fraud Identification Unit with your original request at 857-368-9500.

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]

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: [REDACTED]@tewksbury-ma.gov>
Sent: Wednesday, June 19, 2019 1:52 PM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Subject: Facial rec

Good afternoon,

I am looking to get a facial rec for the individual below

[REDACTED]

This identity above is stolen from Puerto Rico and I am looking to see if he ever held a separate license.

--

[REDACTED]

From: [Boyle, Christopher \(DOT\)](#)
To: [Scott, James](#)
Subject: RE: Tewksbury PD arrest impostor using real but fraudulently obtained FL License to conceal his real ID and trafficking warrant.
Date: Monday, June 24, 2019 10:59:00 AM
Attachments: [image001.png](#)
[REDACTED]

Jimmy,

[REDACTED] was investigated and arrested by the Fraud ID in [REDACTED] charges using the name: [REDACTED]. See the attached [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
cell: 781-738-7286



From: [REDACTED]@sauguspd.com]
Sent: Friday, June 21, 2019 11:59 AM
Subject: Tewksbury PD arrest impostor using real but fraudulently obtained FL License to conceal his real ID and trafficking warrant.

Hi Team, nice pinch here by Tewksbury PD and they all applied a number of the programs concept very well. Note they were not fooled by the Florida License ([REDACTED]) and how they checked his finger print results giving them his real ID and Lowell trafficking warrant ([REDACTED]). This report will be sent to our MSP Division of Homeland Security and Preparedness Fraud Identification Unit, use to be called RMV Compliance and I'm betting he has a number of "flagged" identities in their data base and their facial recognition was catching him forcing him to go out of State for another license. We love those out of State licenses!

Also note the assist from PR PD on finding the true number holder/PR License bearer.
Hopefully we can make contact with the TNH and notify him of his stolen identity.

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: [Sheafer, David \(EOTSS\)](#)
To: [Patel, Ashish S. \(OSD\)](#); [Ann Roper-Quinn](#); [Bailey, Scott \(EPS\)](#); [Blackburn, James \(DOT\)](#); [Brewer, Michael \(DOT\)](#); [Brian Helman](#); [Harvey, David \(DPH\)](#); [Heywood, Cynthia E. \(DOC\)](#); [Kennedy, Tim \(OSD\)](#); [Kwok, Edith \(EOE\)](#); [Lax, Zachary \(EOTSS\)](#); [Martin, Greg \(EHS\)](#); [Powers, Cat \(EPS\)](#); [Rosenberg, Harri \(DOT\)](#); [Steele, Brad \(EOTSS\)](#); [Urato, Tina \(CDA\)](#); [Wolfe, Julia \(OSD\)](#)
Subject: RE: ITT72: Security Team
Date: Monday, June 24, 2019 10:39:20 AM

I think it should only apply to 1a and for 1b they would have to agree to security standards of the eligible entities.

David E. Sheafer | **Manager of Telecommunications, Executive Office of Education**

75 Pleasant Street, Malden, MA 02148
Office: (781) 338-6612 |
dsheafer@doe.mass.edu | www.mass.gov/eotss

Executive Office of Technology Services & Security

We provide secure and quality digital information, services, and tools to constituents and service providers when and where they need them.

From: Patel, Ashish S. (OSD) <ashish.s.patel@mass.gov>
Sent: Monday, June 24, 2019 10:27 AM
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>; 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: FW: ITT72: Security Team

Good morning ITT72 SST,

We have received EOTSS Security team's review and recommendation (attached) for AT&T and Sprint's response to the security related section of the RFR and also would like to bring to your attention Tim's response below. I will open the conference bridge today to discuss any concern with this or any other negotiation points you have from your review of your respective bidders.

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 | mass.gov/osd

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From: Kennedy, Tim (OSD)
Sent: Monday, June 24, 2019 9:26 AM
To: Lax, Zachary (EOTSS); Patel, Ashish S. (OSD)
Subject: RE: ITT72: Security Team

Thanks Zach!

Ashish,

Upon review, Section D.4 requires all bidders to comply with Executive branch enterprise security policy, but we've differentiated between Exec. Branch and All Others with our Categories 1A and 1B. I think we should ask the SST whether the first sentence below should apply to Category 1A: Exec branch only and not to Cat. 1B.

Thanks,
-Tim

D.4 Security

The Bidder must comply with the Commonwealth's [security policies and standards](#) accessible via the hyperlink provided. In addition, the Bidder must be able to comply with the specific standards listed below. Cellular devices must:

- Be manageable using COTS MDM products
- Be in support from the vendor for minimum of 2 years
- Allow a security policy to be pushed down by ActiveSyncX
- Be able to meet our password standard (a minimum of 8 characters including 3 of the four: Upper, lower, number, and special) or offer biometrics (facial recognition and finger prints) as an alternative to passwords

The Bidder must disclose and describe any areas of non-compliance with these security policies.

Tim Kennedy
Strategic Sourcing Services Sr. Manager
Operational Services Division
One Ashburton Place
Boston, MA 02108
617-720-3107

From: Lax, Zachary (EOTSS)
Sent: Friday, June 21, 2019 10:53 AM

To: Patel, Ashish S. (OSD)
Cc: Kennedy, Tim (OSD)
Subject: RE: ITT72: Security Team

See attached.

Thank you,
-Zach

Zachary Lax | Procurement Advisor

1 Ashburton Place, 8th Floor, Boston, MA 02108
Office: (617) 626-4451
zachary.lax@mass.gov | www.mass.gov/eotss

From: Lax, Zachary (EOTSS)
Sent: Thursday, June 20, 2019 3:33 PM
To: Patel, Ashish S. (OSD) <ashish.s.patel@mass.gov>
Cc: Kennedy, Tim (OSD) <tim.kennedy@mass.gov>
Subject: RE: ITT72: Security Team

I should have final word from them by close of business tomorrow.

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-Zach

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To: Lax, Zachary (EOTSS) <zachary.lax@mass.gov>
Cc: Kennedy, Tim (OSD) <tim.kennedy@mass.gov>
Subject: RE: ITT72: Security Team
Importance: High

Hi Zach,

Hope all is well.

I hope you can provide me some update from the Security team regarding Sprint and AT&T's security related questions? We do have to get this moving, this is the only item we are waiting on Sprint before we respond to their questions.

Thank you,
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From: Lax, Zachary (EOTSS)
Sent: Monday, June 10, 2019 9:50 AM
To: Patel, Ashish S. (OSD)
Cc: Kennedy, Tim (OSD)
Subject: RE: ITT72: Security Team

Our team is discussing internally.

Zachary Lax | Procurement Advisor

1 Ashburton Place, 8th Floor, Boston, MA 02108
Office: (617) 626-4451
zachary.lax@mass.gov | www.mass.gov/eotss

From: Patel, Ashish S. (OSD) <ashish.s.patel@mass.gov>
Sent: Friday, June 7, 2019 11:13 AM
To: Lax, Zachary (EOTSS) <zachary.lax@mass.gov>
Cc: Kennedy, Tim (OSD) <tim.kennedy@mass.gov>
Subject: RE: ITT72: Security Team

Hi Zach,

Any update on this?

-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 | mass.gov/osd

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From: Patel, Ashish S. (OSD)
Sent: Tuesday, May 28, 2019 2:17 PM
To: Lax, Zachary (EOTSS) (zachary.lax@mass.gov)
Subject: ITT72: Security Team

Hi Zach,

As per our conversation during SST meeting, you had mentioned to send all the security related terms that are in questioned by the ITT72 apparent successful bidders to you and you will reach out to TSS security team.

Please find attached document of AT&T and Sprint's security related questions. If you can have their feedback returned to me by June 5th that will be great.

I am also attaching NDA forms for them to sign, scan and send them to me or you can compile them and send them to me.

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From: [Patel, Ashish S. \(OSD\)](#)
To: [Ann Roper-Quinn](#); [Bailey, Scott \(EPS\)](#); [Blackburn, James \(DOT\)](#); [Brewer, Michael \(DOT\)](#); [Brian Helman](#); [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 \(CDA\)](#); [Wolfe, Julia \(OSD\)](#)
Subject: FW: ITT72: Security Team
Date: Monday, June 24, 2019 10:26:46 AM
Attachments: [ITT72_Review_by_EOTSS_GRC_6-20-2019_v2.docx](#)

Good morning ITT72 SST,

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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: Monday, June 24, 2019 7:02:31 AM
Attachments: [DOT - Active \(Open\) Requisition Detail.xlsx](#)

From: Oracle Business Intelligence
Sent: Monday, June 24, 2019 7:01:03 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: [Boyle, Christopher \(DOT\)](#)
Subject: RE: Press Release-Tewksbury MA PD Police Arrest Impostor for Drug Trafficking/Distribution - Florida license holder
Date: Friday, June 21, 2019 7:39:32 PM
Attachments: [REDACTED]

Hi Chris! I ran the picture in facial recognition and [REDACTED]. A possible candidate showed in the results which is attached. Please take a look and see what you think. Thanks.

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

From: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>
Sent: Friday, June 21, 2019 6:59 PM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Subject: Fwd: Press Release-Tewksbury MA PD Police Arrest Impostor for Drug Trafficking/Distribution - Florida license holder

Hey ladies....and Justin...oh, and Lt Huber too,

Could you please run this booking photo through FR? It seems a little dark to me so maybe you can try to lighten it up?

Thanks,

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](tel:781-738-7286)



Begin forwarded message:

From: "[REDACTED]" <[\[REDACTED\]@sauguspd.com](mailto:[REDACTED]@sauguspd.com)>

Date: June 20, 2019 at 2:38:02 PM EDT

To: Undisclosed recipients;

Subject: Press Release-Tewksbury MA PD Police Arrest Impostor for Drug Trafficking/Distribution - Florida license holder

Hi Team, another nice grab by Tewksbury PD, report to follow.

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: [REDACTED]
To: [Malhotra, Danish \(DOT\)](#)
Subject: Re: Possible ID Fraud - 2019-500-A4555
Date: Friday, June 21, 2019 4:35:42 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)

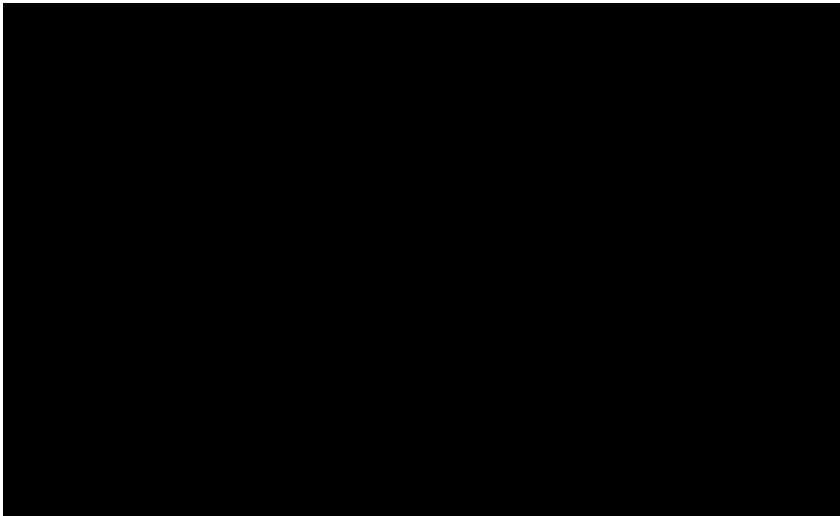
Awesome. I'll get on this next week. Thank you for the heads up and team work!!

From: Malhotra, Danish (DOT) [REDACTED]@state.ma.us>
Sent: Friday, June 21, 2019 3:04:51 PM
To: [REDACTED]
Subject: FW: Possible ID Fraud - [REDACTED]

EXTERNAL: Do not open attachments or click on links unless you recognize and trust the sender.

Good Afternoon [REDACTED],

I was just advised that there is a person who has a license in NH and 1 in MA under different names and bio-data. We have revoked him for fraud in our state, but wanted to give you the heads up. You can see email below if you wish.



Respectfully Submitted,

***Tpr. Danny Malhotra #3642
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza 2nd Floor
Boston, MA 02116
danish.malhotra2@dot.state.ma.us
Office: (857) 368-9500
Desk: (857) 368-8622***

Cell: (857)-324-0411

Fax: (857) 368-0649

From: Malhotra, Danish (DOT)
Sent: Friday, June 21, 2019 2:52 PM
To: Ariely, Michael (DOT)
Subject: FW: Possible ID Fraud - 2019-500-A4555

Mike,

Please CFLI [REDACTED], under MA LIC# [REDACTED]. He has obtained a NH License under a different name and bio-data, [REDACTED]

NH has been advised of same. Please let me know if you have any questions. Thank you.

Respectfully Submitted,

Tpr. Danny Malhotra #3642
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza 2nd Floor
Boston, MA 02116
danish.malhotra2@dot.state.ma.us
Office: (857) 368-9500
Desk: (857) 368-8622
Cell: (857)-324-0411
Fax: (857) 368-0649

From: Malhotra, Danish (DOT)
Sent: Friday, June 21, 2019 2:50 PM
To: Boyle, Christopher (DOT)
Subject: RE: Possible ID Fraud - 2019-500-A4555

Sir,

The subject in question, [REDACTED], under MA LIC# [REDACTED], has been immediately suspended for fraud, even though his license was already suspended for excise tax and a warrant. He has been sent a letter to contact Enforcement Services for a hearing for using different information to open up a license in another state, NH, under [REDACTED].

NH has also been contacted to advise them of the 2 different licenses under different bio-data and the possibility of fraud. Please let me know if there is anything else you need on this case.

Respectfully Submitted,

Tpr. Danny Malhotra #3642
Massachusetts State Police

*Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza 2nd Floor
Boston, MA 02116
danish.malhotra2@dot.state.ma.us
Office: (857) 368-9500
Desk: (857) 368-8622
Cell: (857)-324-0411
Fax: (857) 368-0649*

From: Boyle, Christopher (DOT)
Sent: Thursday, June 20, 2019 9:30 AM
To: Malhotra, Danish (DOT)
Subject: FW: Possible ID Fraud - 2019-500-A4555

Danny,

Please look into this Fusion Center request.

Chris

From: Commonwealth Fusion Center (POL)
Sent: Wednesday, June 19, 2019 2:18 PM
To: Boyle, Christopher (POL) <Christopher.Boyle@pol.state.ma.us>

Subject: Possible ID Fraud -

Good Afternoon, All -

Reference SharePoint Activity Log #: , please see below & attached submitted.

[Redacted content]

Respectfully,

[Redacted signature]

[REDACTED]

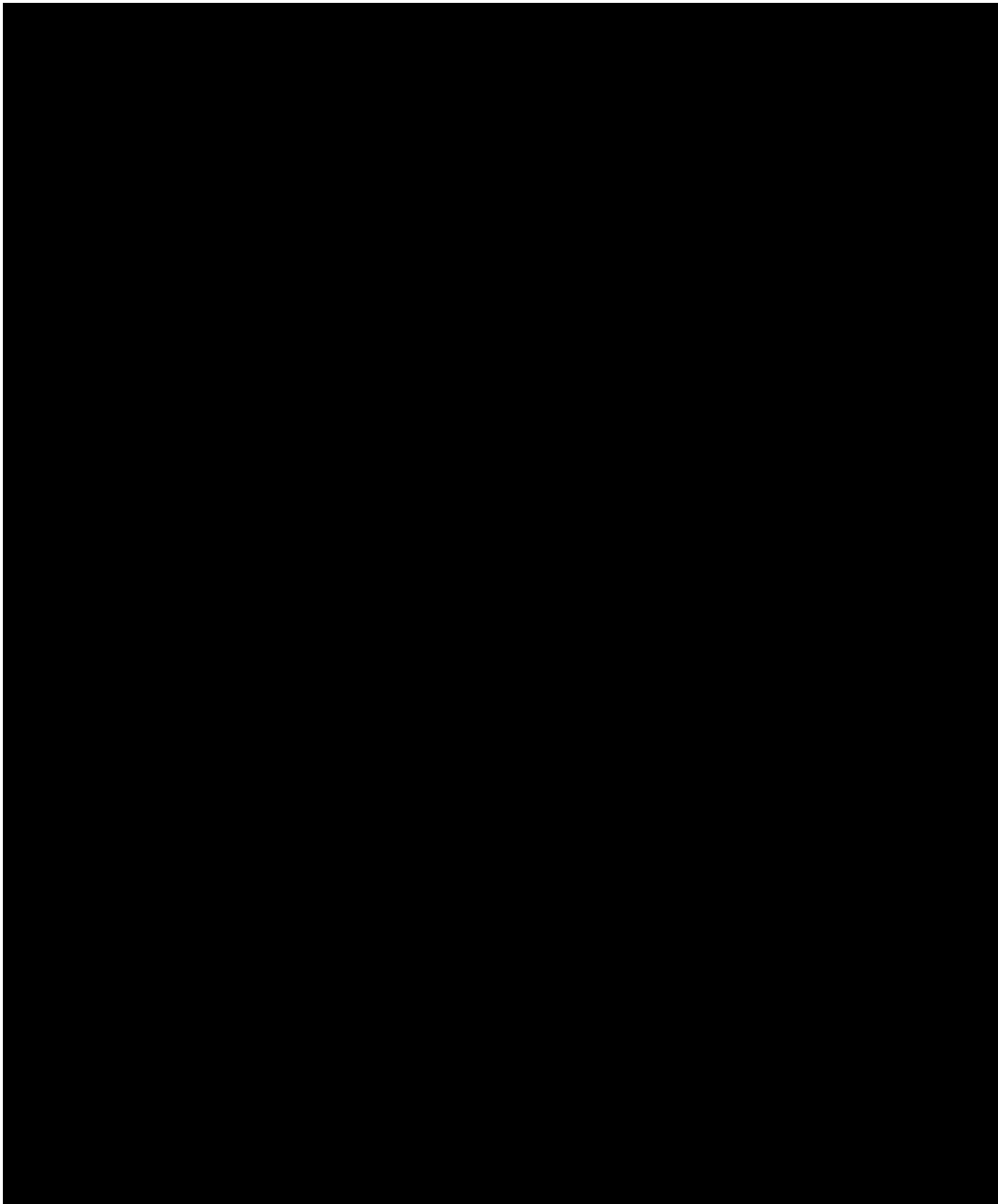
From: Commonwealth Fusion Center (POL)
Sent: Wednesday, June 19, 2019 2:02 PM
To: [REDACTED]
Subject: Re: Suspect Mug Shot Image

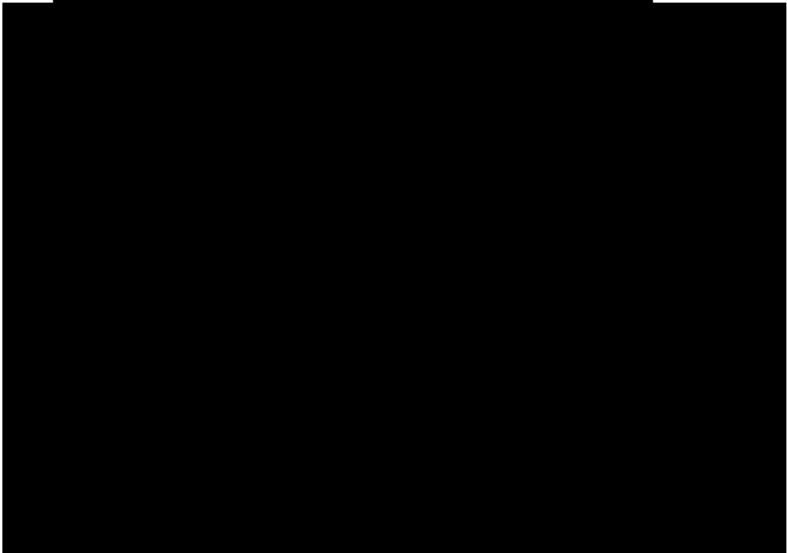
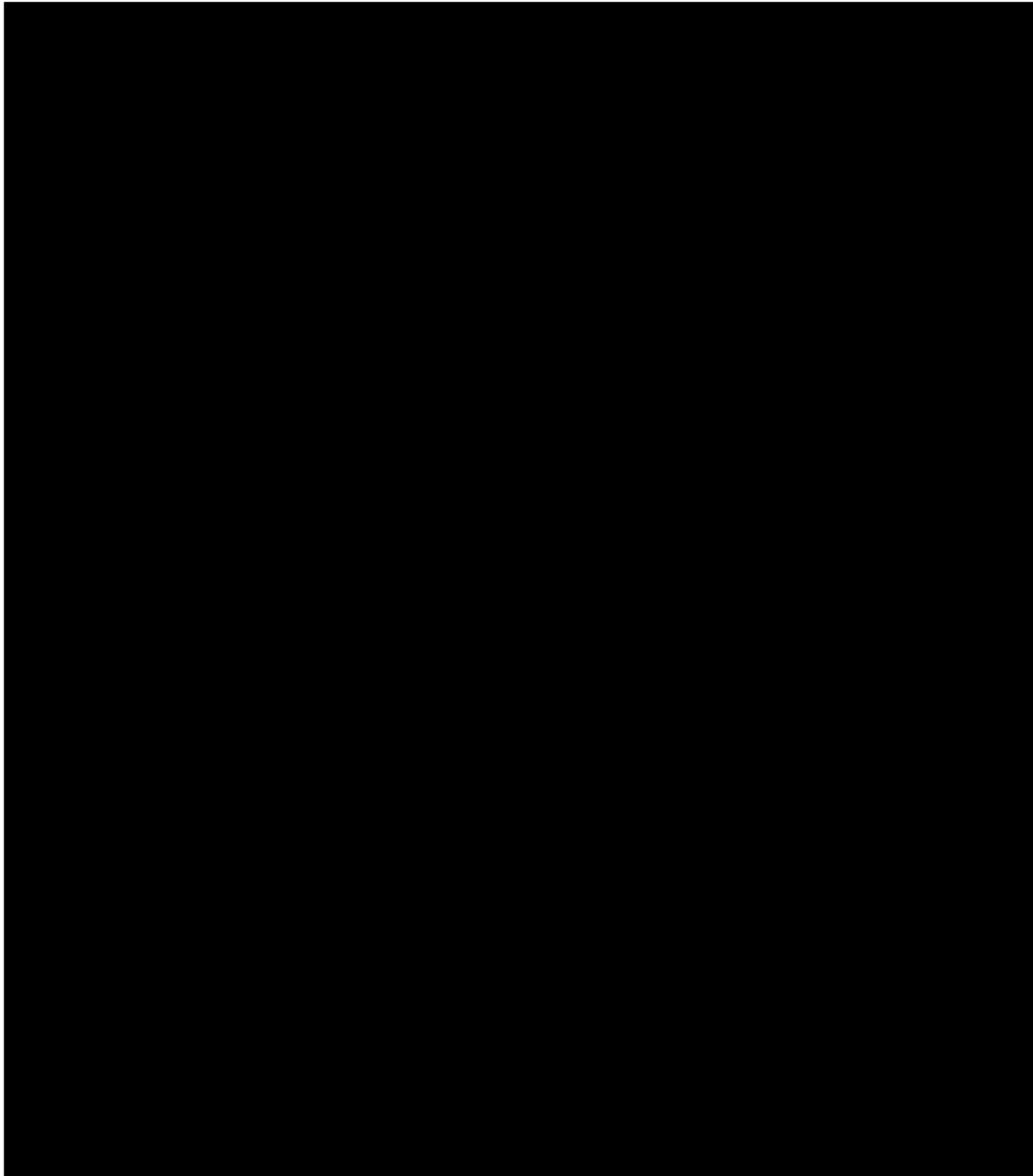
Good Afternoon,

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

[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 direct - (857) 368-9500.

Respectfully,

[Redacted signature block]

From: [Redacted]
Sent: Wednesday, June 19, 2019 1:33 PM
To: Commonwealth Fusion Center (POL)
Subject: Fw: Suspect Mug Shot Image

Good afternoon,

[Redacted body text]

[Redacted signature block]

From: [Redacted]@state.ma.us [Redacted]@state.ma.us>
Sent: Wednesday, June 19, 2019 1:23 PM
To: [Redacted]

Attached is the suspect image that you request. Please remember that this is law enforcement sensitive information and should not be transmit to unauthorized individuals.

From: [Boyle, Christopher \(DOT\)](#)
To: [Commonwealth Fusion Center \(POL\)](#)
Subject: Re: Possible ID Fraud - [REDACTED]
Date: Friday, June 21, 2019 3:22:08 PM
Attachments: [REDACTED]

Trooper Malhotra looked into this:

The subject in question, [REDACTED], has been immediately suspended for fraud, even though his license was already suspended for excise tax and a warrant. He has been sent a letter to contact Enforcement Services for a hearing for using different information to open up a license in another state, NH, under [REDACTED]
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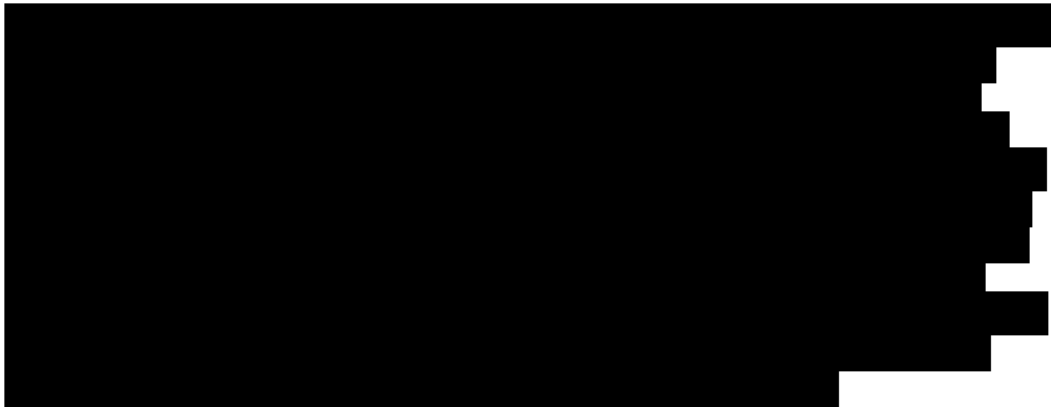
Sergeant Christopher Boyle
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
[10 Park Plaza, 2nd Floor](#)
[Boston, MA 02116](#)
christopher.p.boyle@dot.state.ma.us
cell: [781-738-7286](tel:781-738-7286)



On Jun 19, 2019, at 2:18 PM, Commonwealth Fusion Center (POL) <fusion@pol.state.ma.us> wrote:

Good Afternoon, All -

Reference SharePoint Activity Log #: [REDACTED], please see below & attached submitted.



Respectfully,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] [@pol.state.ma.us](mailto:[REDACTED]@pol.state.ma.us)>

From: Commonwealth Fusion Center (POL)
Sent: Wednesday, June 19, 2019 2:02 PM
To: [REDACTED]
Subject: Re: Suspect Mug Shot Image

Good Afternoon,

Facial Recognition on the attached photograph returned a possible match to the below named Massachusetts Driver's License or ID (see attached). [REDACTED] on the same photograph also returned a possible match to the same party:

[REDACTED]

[REDACTED]

[cid:a09e1eec-95fd-4a10-b745-f7d441142c93][cid:653f895f-8714-4b5d-94b7-f8a3e7c50d3e][cid:937732c3-696b-4479-9c05-40dca14335ee]

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,

[REDACTED]

From: [REDACTED] (POL)
Sent: Wednesday, June 19, 2019 1:33 PM
To: Commonwealth Fusion Center (POL)
Subject: Fw: Suspect Mug Shot Image

Good afternoon,

[REDACTED]

[REDACTED]

From: [REDACTED] <[\[REDACTED\]@state.ma.us](mailto:[REDACTED]@state.ma.us)> <[\[REDACTED\]@state.ma.us](mailto:[REDACTED]@state.ma.us)>
Sent: Wednesday, June 19, 2019 1:23 PM
To: [REDACTED] (POL)
Subject: Suspect Mug Shot Image

Attached is the suspect image that you request. Please remember that this is law enforcement sensitive information and should not be transmit to unauthorized individuals.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [Goutham, Anu \(DOT\)](#)
To: [Catania, Bill \(DOT\)](#); [Kahlon, Gianinder \(DOT\)](#)
Cc: [Sagi, Diwakar \(DOT\)](#)
Subject: RE: Meeting Minutes/Action items - Tier 3 non-MF systems review (IT discussion)
Date: Friday, June 21, 2019 3:06:04 PM
Attachments: [Non_MF-Applications_06212019Tier3SystemDataUpdates.xlsx](#)

Thanks Bill. My updated copy if you guys need it.

Anu Goutham
Director, RMV Applications
Work 857.368.9890 | Mobile 857.343.0088

From: Catania, Bill (DOT) <Bill.Catania@dot.state.ma.us>
Sent: Friday, June 21, 2019 2:35 PM
To: Goutham, Anu (DOT) <Anu.Goutham@dot.state.ma.us>; Kahlon, Gianinder (DOT) <Gianinder.Kahlon@dot.state.ma.us>
Cc: Sagi, Diwakar (DOT) <Diwakar.Sagi@dot.state.ma.us>
Subject: RE: Meeting Minutes/Action items - Tier 3 non-MF systems review (IT discussion)

Hi Anu,

Summary from yesterday's meeting has been sent out, I uploaded the updated non-MF spreadsheet to FCR. It is 2019-06-21 in the file name.

I created a row for both MyRMV and Plate Returns. I suspect Diwakar and Gini know more about those items.

Bill

From: Goutham, Anu (DOT)
Sent: Friday, June 21, 2019 12:42 PM
To: Kahlon, Gianinder (DOT) <Gianinder.Kahlon@dot.state.ma.us>; Catania, Bill (DOT) <Bill.Catania@dot.state.ma.us>
Cc: Sagi, Diwakar (DOT) <Diwakar.Sagi@dot.state.ma.us>
Subject: Meeting Minutes/Action items - Tier 3 non-MF systems review (IT discussion)

Hi All –

Document updated with Data archive and System/Access shut off column – Y/N decisions documented

Bill –

- Please upload this to FCR. I intend to use this to communicate next steps for Non-MF related data archival decisions
- Please send out summary from yesterday's meeting with the business and update

MainFrame list. Please let me know when this is in FCR

- Also add following apps to the list – myrmv, Special Plates, Plate Return

Gini – Please research System shut off access approach to apps that we discussed today and send your findings

Diwakar/Gini – To work on the cutover list (2 weeks from now)

Let me know if I missed or misstated something.

Thanks,
Anu

Anu Goutham
Director, RMV Applications
Work 857.368.9890 | Mobile 857.343.0088

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

From: Goutham, Anu (DOT)

Sent: Thursday, June 20, 2019 3:36 PM

To: Goutham, Anu (DOT); Kahlon, Gianinder (DOT); Catania, Bill (DOT)

Cc: Sagi, Diwakar (DOT)

Subject: Tier 3 non-MF systems review (IT discussion)

When: Friday, June 21, 2019 10:00 AM-10:30 AM (UTC-05:00) Eastern Time (US & Canada).

Where: GoToMeeting

Hi Gini –

- This is to discuss options to remove user access to systems/interfaces that is cutting over to Atlas on Cutover weekend(Nov12th).
- What should we do with the data? Archive (Yes/No)

Document attached.

Tier 3 non-MF systems review

Fri, Jun 21, 2019 10:00 AM - 10:30 AM EDT

Please join my meeting from your computer, tablet or smartphone.

<https://global.gotomeeting.com/join/497824765>

You can also dial in using your phone.

(For supported devices, tap a one-touch number below to join instantly.)

United States: +1 (224) 501-3412

- One-touch: <tel:+12245013412,497824765#>

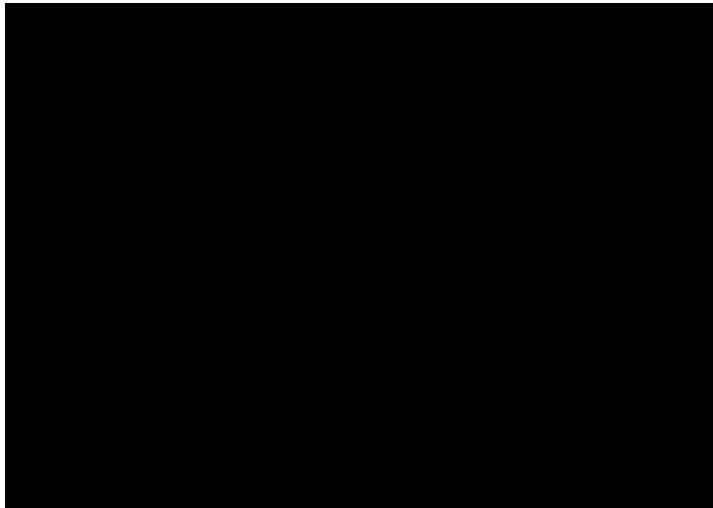
Access Code: 497-824-765

Thanks,
Anu

From: [Malhotra, Danish \(DOT\)](#)
To: [REDACTED]
Subject: FW: Possible ID Fraud - 2019-500-A4555
Date: Friday, June 21, 2019 3:04:00 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)

Good Afternoon [REDACTED]

I was just advised that there is a person who has a license in NH and 1 in MA under different names and bio-data. We have revoked him for fraud in our state, but wanted to give you the heads up. You can see email below if you wish.



Respectfully Submitted,

***Tpr. Danny Malhotra #3642
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza 2nd Floor
Boston, MA 02116
danish.malhotra2@dot.state.ma.us
Office: (857) 368-9500
Desk: (857) 368-8622
Cell: (857)-324-0411
Fax: (857) 368-0649***

From: Malhotra, Danish (DOT)
Sent: Friday, June 21, 2019 2:52 PM
To: Ariely, Michael (DOT)
Subject: FW: Possible ID Fraud - 2019-500-A4555

Mike,

Please CFLI [REDACTED], under MA LIC# [REDACTED]. He has obtained a NH License under a

different name and bio-data, [REDACTED].

NH has been advised of same. Please let me know if you have any questions. Thank you.

Respectfully Submitted,

Tpr. Danny Malhotra #3642
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza 2nd Floor
Boston, MA 02116
danish.malhotra2@dot.state.ma.us
Office: (857) 368-9500
Desk: (857) 368-8622
Cell: (857)-324-0411
Fax: (857) 368-0649

From: Malhotra, Danish (DOT)
Sent: Friday, June 21, 2019 2:50 PM
To: Boyle, Christopher (DOT)
Subject: RE: Possible ID Fraud - [REDACTED]

Sir,

The subject in question, [REDACTED], under MA LIC# [REDACTED], has been immediately suspended for fraud, even though his license was already suspended for excise tax and a warrant. He has been sent a letter to contact Enforcement Services for a hearing for using different information to open up a license in another state, NH, under [REDACTED].

NH has also been contacted to advise them of the 2 different licenses under different bio-data and the possibility of fraud. Please let me know if there is anything else you need on this case.

Respectfully Submitted,

Tpr. Danny Malhotra #3642
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza 2nd Floor
Boston, MA 02116
danish.malhotra2@dot.state.ma.us
Office: (857) 368-9500
Desk: (857) 368-8622
Cell: (857)-324-0411
Fax: (857) 368-0649

From: Boyle, Christopher (DOT)

Sent: Thursday, June 20, 2019 9:30 AM
To: Malhotra, Danish (DOT)
Subject: FW: Possible ID Fraud - 2019-500-A4555

Danny,

Please look into this Fusion Center request.

Chris

From: Commonwealth Fusion Center (POL)
Sent: Wednesday, June 19, 2019 2:18 PM
To: Boyle, Christopher (POL) <Christopher.Boyle@pol.state.ma.us>; [REDACTED]
[REDACTED]
[REDACTED]
Subject: Possible ID Fraud - [REDACTED]

Good Afternoon, All -

Reference SharePoint Activity Log #: [REDACTED], please see below & attached submitted.

[REDACTED]

Respectfully,

[REDACTED]

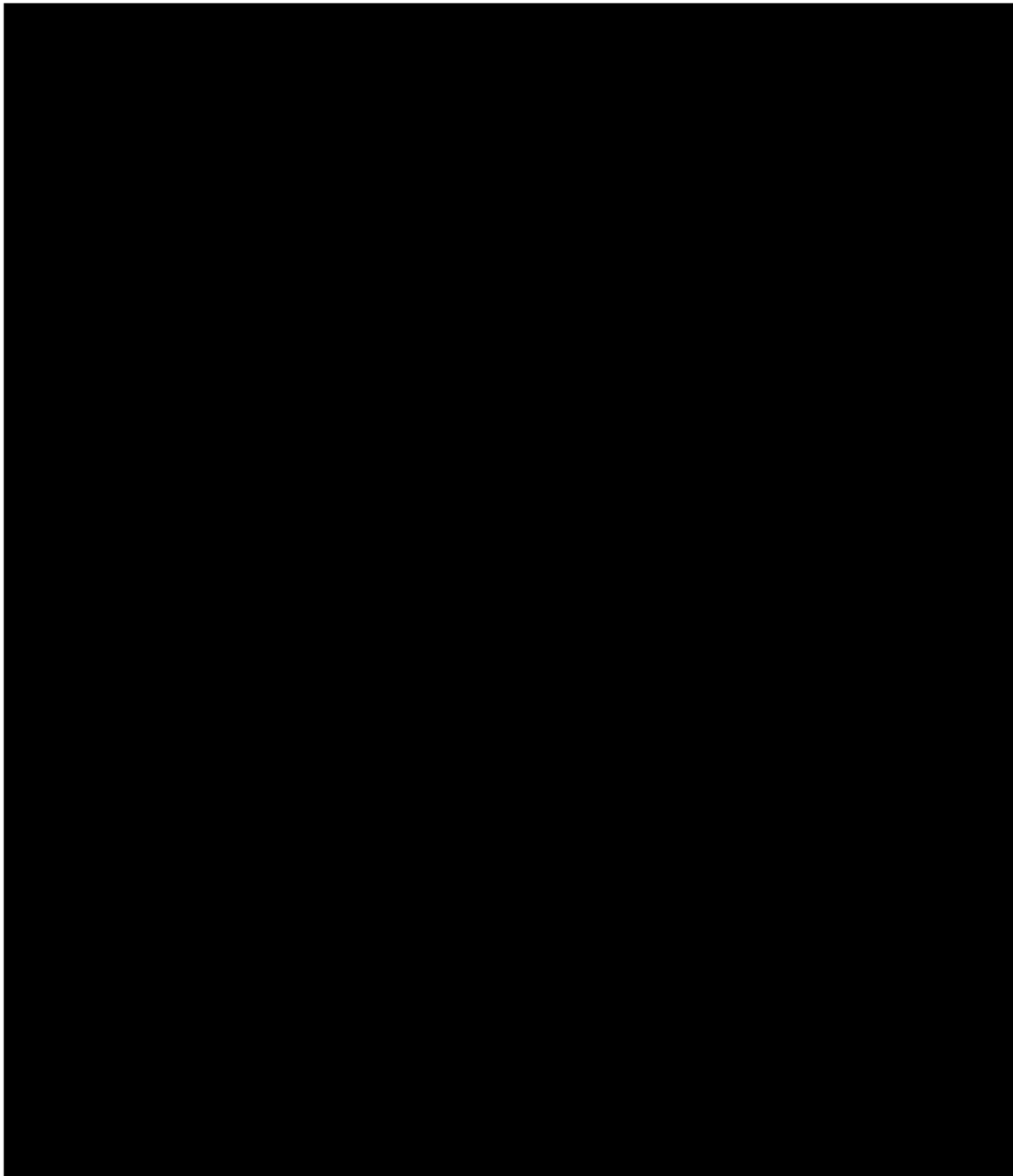
From: Commonwealth Fusion Center (POL)
Sent: Wednesday, June 19, 2019 2:02 PM
To: [REDACTED]
Subject: Re: Suspect Mug Shot Image

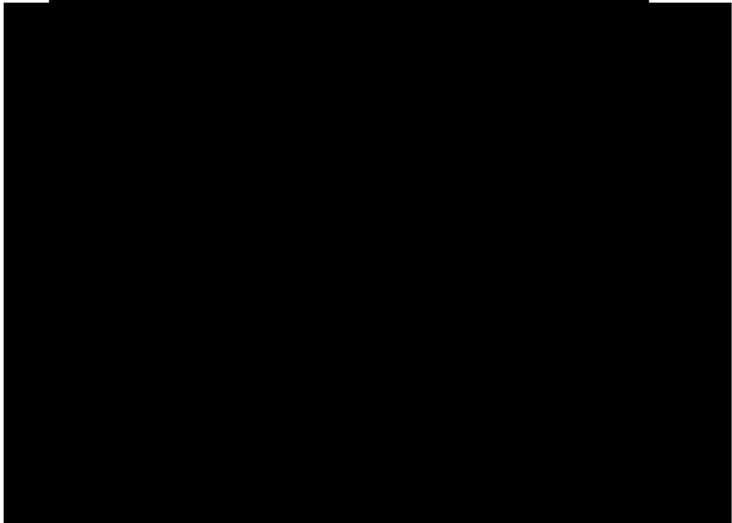
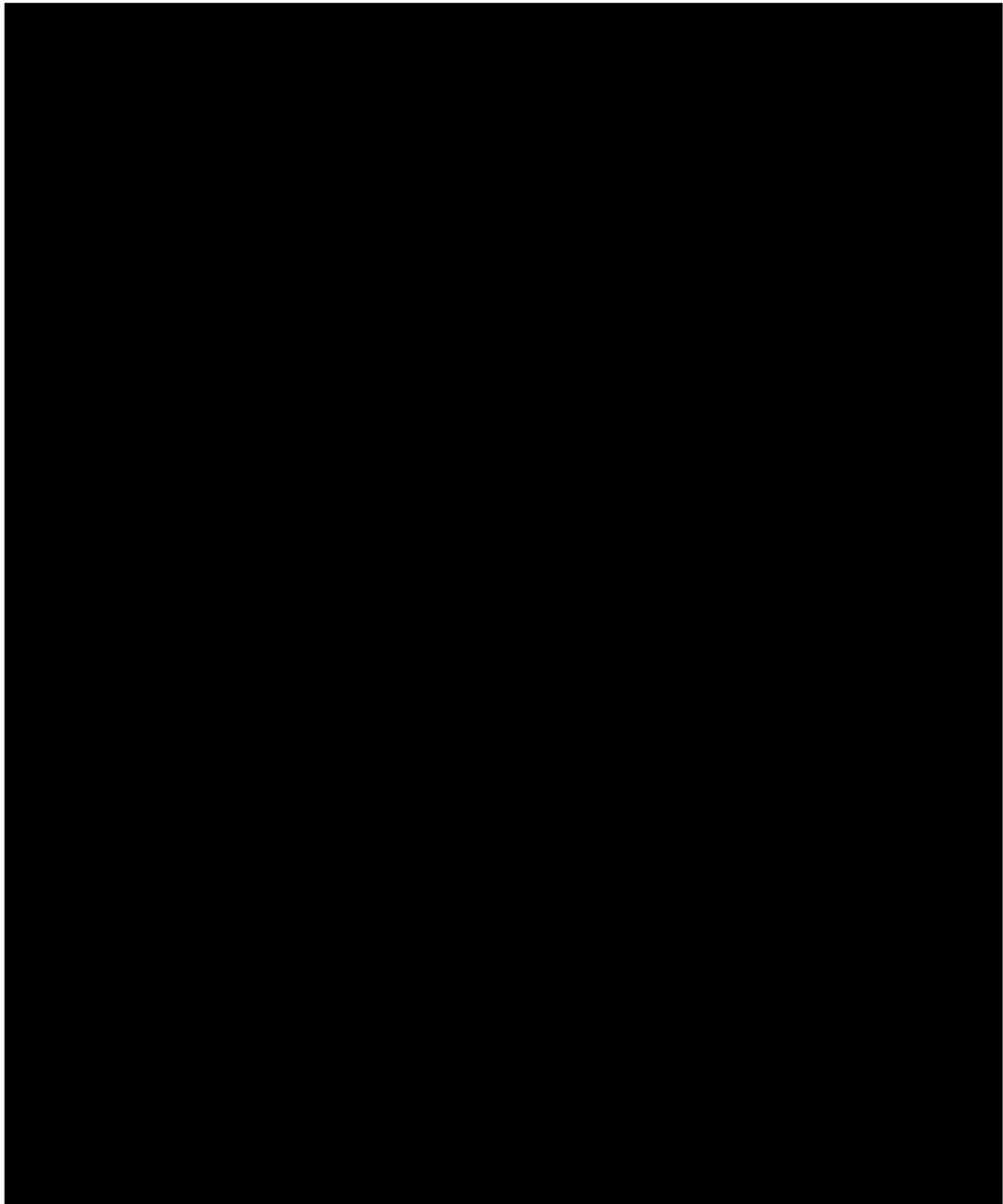
Good Afternoon,

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

[REDACTED]
[REDACTED]
[REDACTED]

A query of [REDACTED]
[REDACTED]
[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 direct - (857) 368-9500.

Respectfully,

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

From: [REDACTED] (POL)
Sent: Wednesday, June 19, 2019 1:33 PM
To: Commonwealth Fusion Center (POL)
Subject: Fw: Suspect Mug Shot Image

Good afternoon,

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

[REDACTED]

From: [REDACTED] <[\[REDACTED\]@state.ma.us](mailto:[REDACTED]@state.ma.us)> <[\[REDACTED\]@state.ma.us](mailto:[REDACTED]@state.ma.us)>
Sent: Wednesday, June 19, 2019 1:23 PM
To: [REDACTED]
Subject: Suspect Mug Shot Image

Attached is the suspect image that you request. Please remember that this is law enforcement sensitive information and should not be transmit to unauthorized individuals.

From: [Malhotra, Danish \(DOT\)](#)
To: [Ariely, Michael \(DOT\)](#)
Subject: FW: Possible ID Fraud - 2 [REDACTED]
Date: Friday, June 21, 2019 2:52:02 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)

Mike,

Please [REDACTED], under MA LIC# [REDACTED]. He has obtained a NH License under a different name and bio-data, [REDACTED].

NH has been advised of same. Please let me know if you have any questions. Thank you.

Respectfully Submitted,

Tpr. Danny Malhotra #3642
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza 2nd Floor
Boston, MA 02116
danish.malhotra2@dot.state.ma.us
Office: (857) 368-9500
Desk: (857) 368-8622
Cell: (857)-324-0411
Fax: (857) 368-0649

From: Malhotra, Danish (DOT)
Sent: Friday, June 21, 2019 2:50 PM
To: Boyle, Christopher (DOT)
Subject: RE: Possible ID Fraud - [REDACTED]

Sir,

The subject in question, [REDACTED], under MA LIC# [REDACTED], has been immediately suspended for fraud, even though his license was already suspended for excise tax and a warrant. He has been sent a letter to contact Enforcement Services for a hearing for using different information to open up a license in another state, NH, under [REDACTED].

NH has also been contacted to advise them of the 2 different licenses under different bio-data and the possibility of fraud. Please let me know if there is anything else you need on this case.

Respectfully Submitted,

Tpr. Danny Malhotra #3642
Massachusetts State Police
Division of Homeland Security and Preparedness

Fraud Identification Unit
10 Park Plaza 2nd Floor
Boston, MA 02116
danish.malhotra2@dot.state.ma.us
Office: (857) 368-9500
Desk: (857) 368-8622
Cell: (857)-324-0411
Fax: (857) 368-0649

From: Boyle, Christopher (DOT)
Sent: Thursday, June 20, 2019 9:30 AM
To: Malhotra, Danish (DOT)
Subject: FW: Possible ID Fraud - 2019-500-A4555

Danny,

Please look into this Fusion Center request.

Chris

From: Commonwealth Fusion Center (POL)
Sent: Wednesday, June 19, 2019 2:18 PM
To: Boyle, Christopher (POL) <Christopher.Boyle@pol.state.ma.us>; [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Subject: Possible ID Fraud - [REDACTED]

Good Afternoon, All -

Reference SharePoint Activity Log # [REDACTED], please see below & attached submitted.

[REDACTED]

Respectfully,

[REDACTED]

[REDACTED]
[REDACTED]

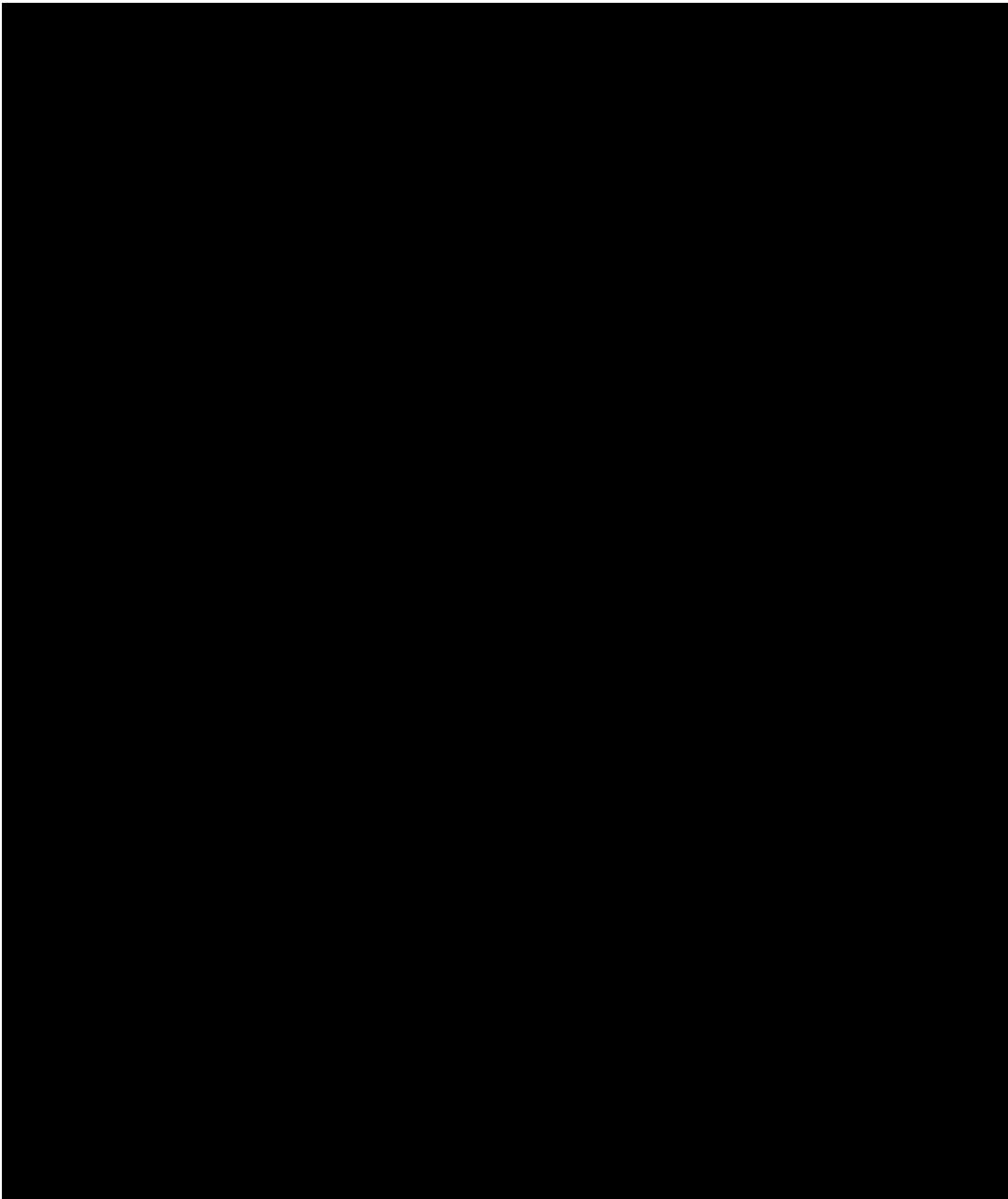
From: Commonwealth Fusion Center (POL)
Sent: Wednesday, June 19, 2019 2:02 PM
To [REDACTED] (POL)
Subject: Re: Suspect Mug Shot Image

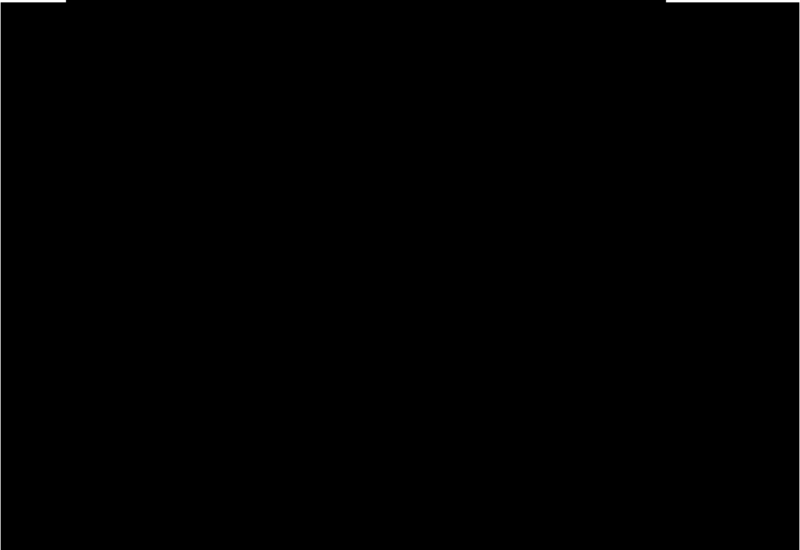
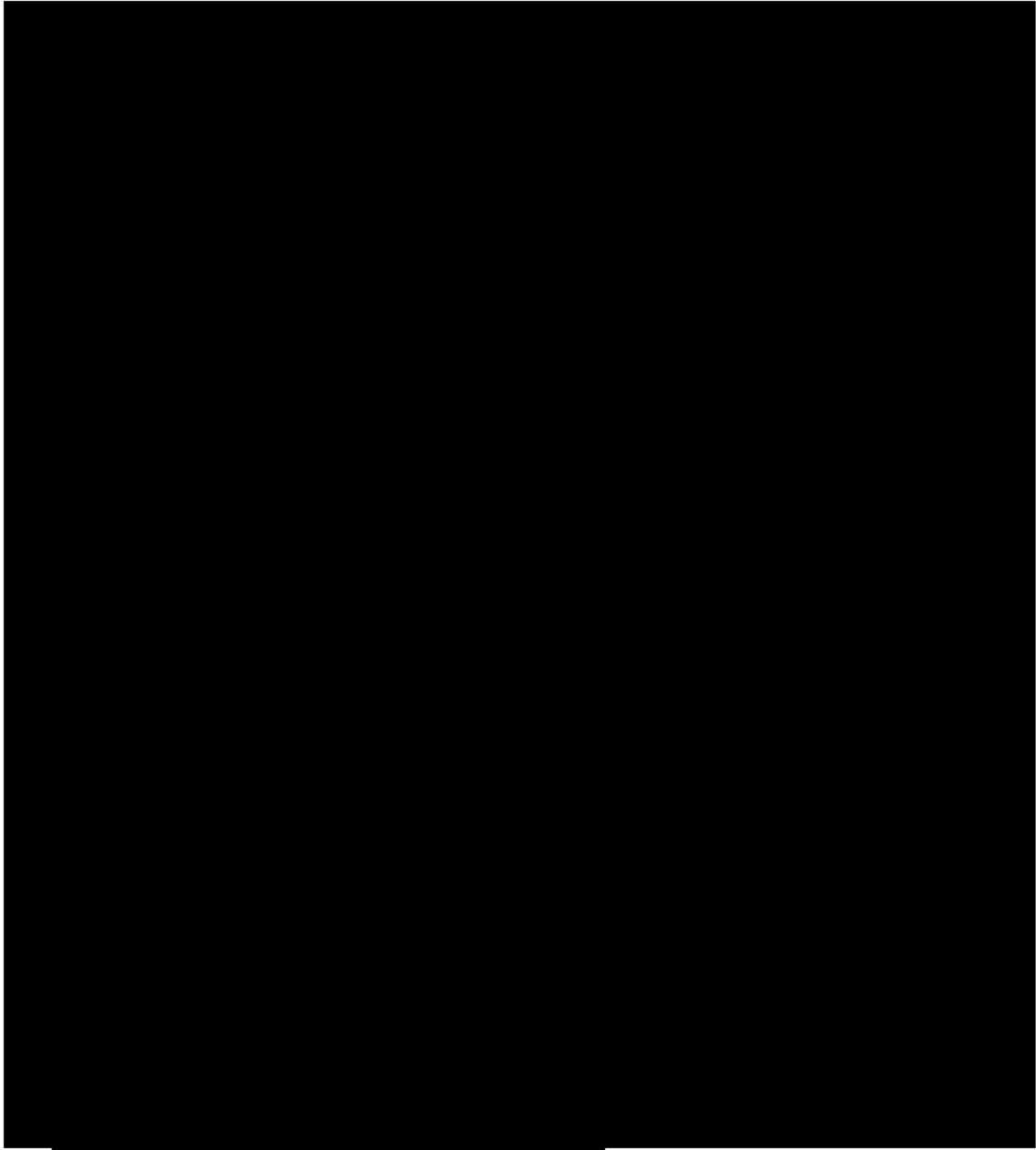
Good Afternoon,

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

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[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 direct - (857) 368-9500.

Respectfully,

[Redacted signature block]

From: [Redacted] (POL)
Sent: Wednesday, June 19, 2019 1:33 PM
To: Commonwealth Fusion Center (POL)
Subject: Fw: Suspect Mug Shot Image

Good afternoon,

[Redacted body text]

[Redacted signature block]

From: [Redacted] [@state.ma.us](mailto:[Redacted]@state.ma.us) [Redacted] [@state.ma.us](mailto:[Redacted]@state.ma.us)>
Sent: Wednesday, June 19, 2019 1:23 PM
To: [Redacted] (POL)
Subject: Suspect Mug Shot Image

Attached is the suspect image that you request. Please remember that this is law enforcement sensitive information and should not be transmit to unauthorized individuals.

From: [Rowland, Robert \(DOT\)](#)
To: [Hoban, Jennifer \(DOT\)](#)
Subject: FW: CDL Coordinators Meeting - Notes
Date: Friday, June 21, 2019 2:51:00 PM
Attachments: [2019 CDL Coordinators Meeting Notes - Final \(2019.05.08\).pdf](#)
[image001.png](#)

Hey Jen –

Here are the notes from the CDL conference in Orlando this year.

Bob Rowland

From: Poirier, Matthew (FMCSA) [mailto:Matthew.Poirier@dot.gov]
Sent: Friday, May 17, 2019 3:00 PM
To: Rowland, Robert (DOT)
Subject: FW: CDL Coordinators Meeting - Notes

Hi Bob:

Here are notes from the CDL Conference.

Hope all is well.

Matt

Matthew Poirier
State Programs Specialist
USDOT – FMCSA
Massachusetts Division Office
50 Mall Road, Suite 212
Burlington, MA 01803
(o) 781-425-3212 (c) 617-599-4109

“In road injury epidemiology, kinetic energy is the pathogen, and risk for injury and severity are predicted by the combined effect of mass and speed derived from Newtonian laws of motion and energy.” - Robertson, 1992

From: Johnson, Richard (FMCSA)
Sent: Wednesday, May 15, 2019 12:14 PM
To: Vitcavage, Alan (FMCSA) <alan.vitcavage@dot.gov>; Vaughn, Michael (FMCSA) <michael.vaughn@dot.gov>; Cerros, Adrian (FMCSA) <adrian.cerros@dot.gov>; Costello, Joseph (FMCSA) <joseph.costello@dot.gov>; Cusumano, Dan (FMCSA) <dan.cusumano@dot.gov>; Arduca, Joe (FMCSA) <joe.arduca@dot.gov>; Cusick, James (FMCSA) <james.cusick@dot.gov>; Anderson, William (FMCSA) <william.anderson@dot.gov>; White, Tim (FMCSA) <tim.white@dot.gov>; Poirier, Matthew (FMCSA) <Matthew.Poirier@dot.gov>; Bowman, Summer (FMCSA)

<summer.bowman@dot.gov>; Mcway, Bernard (FMCSA) <bernard.mcway@dot.gov>; West, David (FMCSA) <David.West@dot.gov>; Kalameu, Arnaud (FMCSA) <arnaud.kalameu.Kalameu@dot.gov>
Cc: Henry, Christopher (FMCSA) <christopher.henry@dot.gov>; Shea, Joe (FMCSA) <joe.shea@dot.gov>; Strohm, Philip (FMCSA) <philip.strohm@dot.gov>; Bates, Richard (FMCSA) <richard.bates@dot.gov>; Thomas, Philip (FMCSA) <Philip.Thomas@dot.gov>; Adair, Eric (FMCSA) <Eric.Adair@dot.gov>; Piwowarski, Steve (FMCSA) <steve.piwowarski@dot.gov>; Rotondo, Chris (FMCSA) <chris.rotondo@dot.gov>; Temperine, Brian (FMCSA) <brian.temperine@dot.gov>; Cotter, Tim (FMCSA) <tim.cotter@dot.gov>; Cerros, Adrian (FMCSA) <adrian.cerros@dot.gov>; Carter, Kevin (FMCSA) <kevin.carter@dot.gov>; Feister, Craig (FMCSA) <craig.feister@dot.gov>; Nelson, Ture (FMCSA) <ture.nelson@dot.gov>; Myers, Michael (FMCSA) <michael.myers@dot.gov>; Gilliam, Linda (FMCSA) <linda.gilliam@dot.gov>; Kelly, Taft (FMCSA) <taft.kelly@dot.gov>
Subject: CDL Coordinators Meeting - Notes

Good afternoon,

Attached are the official notes from the 2019 CDL Coordinators Meeting in Orlando. Please share with our SDLA partners. Additionally, the presentations are available for review/download on AAMVA's website:

<https://www.aamva.org/presentations-from-past-events/>

If you do not already have access to AAMVA's website, now is a good opportunity to request it.

Please let me know if you have any questions.

Richard Johnson
State Programs Manager
USDOT/FMCSA
31 Hopkins Plaza Suite 800
Baltimore Maryland 21201
443-703-2274 (P)



From: [Malhotra, Danish \(DOT\)](#)
To: [Boyle, Christopher \(DOT\)](#)
Subject: RE: Possible ID Fraud - 2019-500-A4555
Date: Friday, June 21, 2019 2:49:58 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)

Sir,

The subject in question, [REDACTED] under MA LIC# [REDACTED], has been immediately suspended for fraud, even though his license was already suspended for excise tax and a warrant. He has been sent a letter to contact Enforcement Services for a hearing for using different information to open up a license in another state, NH, under [REDACTED].

NH has also been contacted to advise them of the 2 different licenses under different bio-data and the possibility of fraud. Please let me know if there is anything else you need on this case.

Respectfully Submitted,

Tpr. Danny Malhotra #3642
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza 2nd Floor
Boston, MA 02116
danish.malhotra2@dot.state.ma.us
Office: (857) 368-9500
Desk: (857) 368-8622
Cell: (857)-324-0411
Fax: (857) 368-0649

From: Boyle, Christopher (DOT)
Sent: Thursday, June 20, 2019 9:30 AM
To: Malhotra, Danish (DOT)
Subject: FW: Possible ID Fraud - 2019-500-A4555

Danny,

Please look into this Fusion Center request.

Chris

From: Commonwealth Fusion Center (POL)
Sent: Wednesday, June 19, 2019 2:18 PM
To: Boyle, Christopher (POL) <Christopher.Boyle@pol.state.ma.us>; [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: Possible ID Fraud - [REDACTED]

Good Afternoon, All -

Reference SharePoint Activity Log #: [REDACTED], please see below & attached submitted.

[REDACTED]

Respectfully,

[REDACTED]

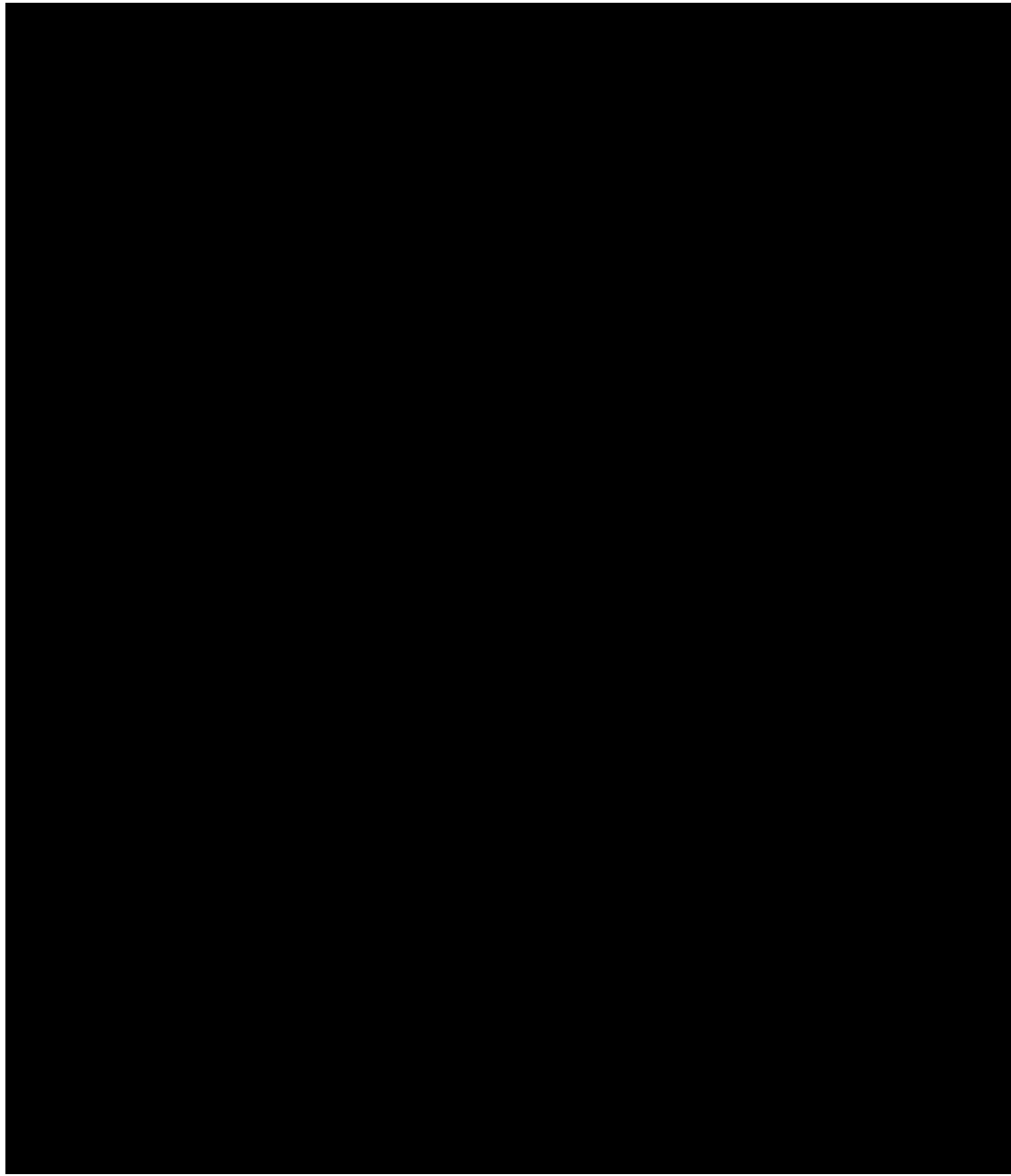
From: Commonwealth Fusion Center (POL)
Sent: Wednesday, June 19, 2019 2:02 PM
To: [REDACTED] (POL)
Subject: Re: Suspect Mug Shot Image

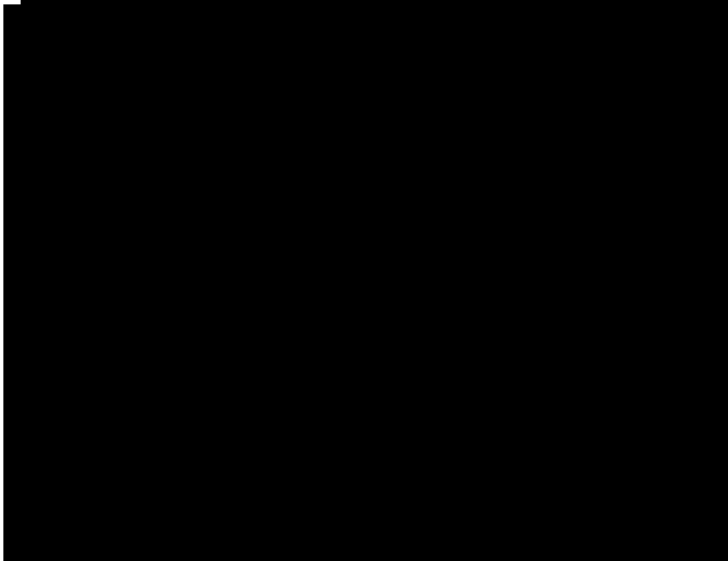
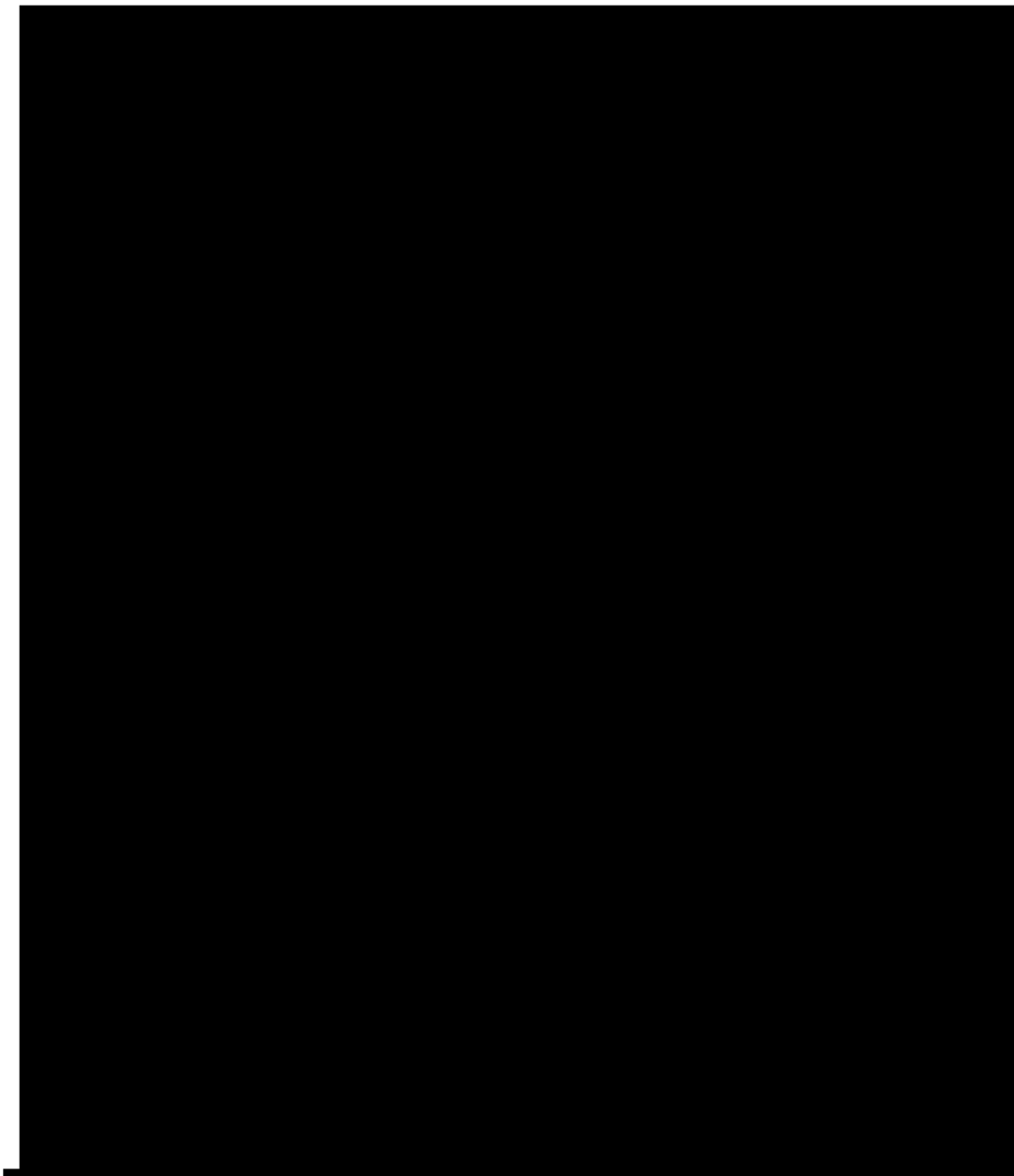
Good Afternoon,

Facial Recognition on the attached photograph returned a *possible* match to the below named Massachusetts Driver's License or ID (see attached). CopLink FaceMatch performed on the same photograph *also* returned a possible match to the same party:

[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.

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Respectfully,

[REDACTED]

From: [REDACTED] (POL)
Sent: Wednesday, June 19, 2019 1:33 PM
To: Commonwealth Fusion Center (POL)
Subject: Fw: Suspect Mug Shot Image


Good afternoon,

[REDACTED]

[REDACTED]

From: [REDACTED] <[\[REDACTED\]@state.ma.us](mailto:[REDACTED]@state.ma.us)> <[\[REDACTED\]@state.ma.us](mailto:[REDACTED]@state.ma.us)>
Sent: Wednesday, June 19, 2019 1:23 PM
To: [REDACTED] (POL)
Subject: Suspect Mug Shot Image

Attached is the suspect image that you request. Please remember that this is law enforcement sensitive information and should not be transmit to unauthorized individuals.

From: [Malhotra, Danish \(DOT\)](#)
To: [Ariely, Michael \(DOT\)](#)
Subject: FW: Possible ID Fraud - 2019-500-A4555
Date: Friday, June 21, 2019 2:10:01 PM
Attachments: 

Respectfully Submitted,





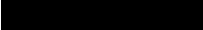
***Tpr. Danny Malhotra #3642
Massachusetts State Police
Division of Homeland Security and Preparedness
Fraud Identification Unit
10 Park Plaza 2nd Floor
Boston, MA 02116
danish.malhotra2@dot.state.ma.us
Office: (857) 368-9500
Desk: (857) 368-8622
Cell: (857)-324-0411
Fax: (857) 368-0649***

From: Boyle, Christopher (DOT)
Sent: Thursday, June 20, 2019 9:30 AM
To: Malhotra, Danish (DOT)
Subject: FW: Possible ID Fraud - 2019-500-A4555

Danny,

Please look into this Fusion Center request.

Chris

From: Commonwealth Fusion Center (POL)
Sent: Wednesday, June 19, 2019 2:18 PM
To: Boyle, Christopher (POL) <Christopher.Boyle@pol.state.ma.us>; 



Subject: Possible ID Fraud - 

Good Afternoon, All -

Reference SharePoint Activity Log #: [REDACTED] please see below & attached submitted.

[REDACTED]

Respectfully,

[REDACTED]

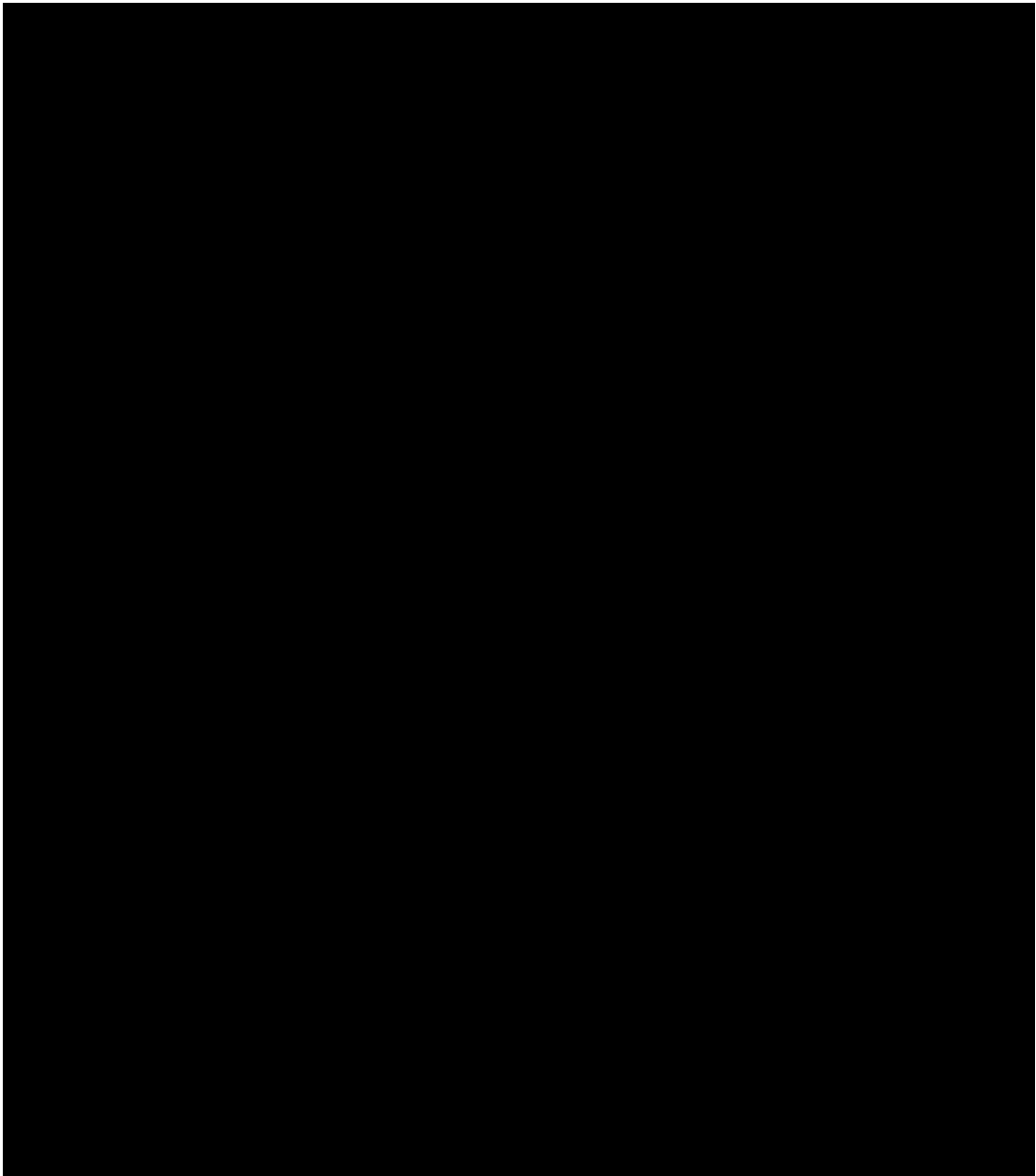
From: Commonwealth Fusion Center (POL)
Sent: Wednesday, June 19, 2019 2:02 PM
To: [REDACTED] (POL)
Subject: Re: Suspect Mug Shot Image

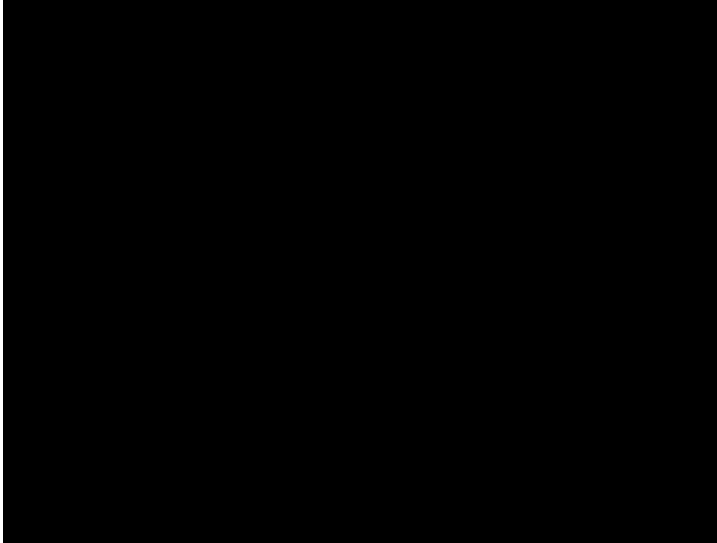
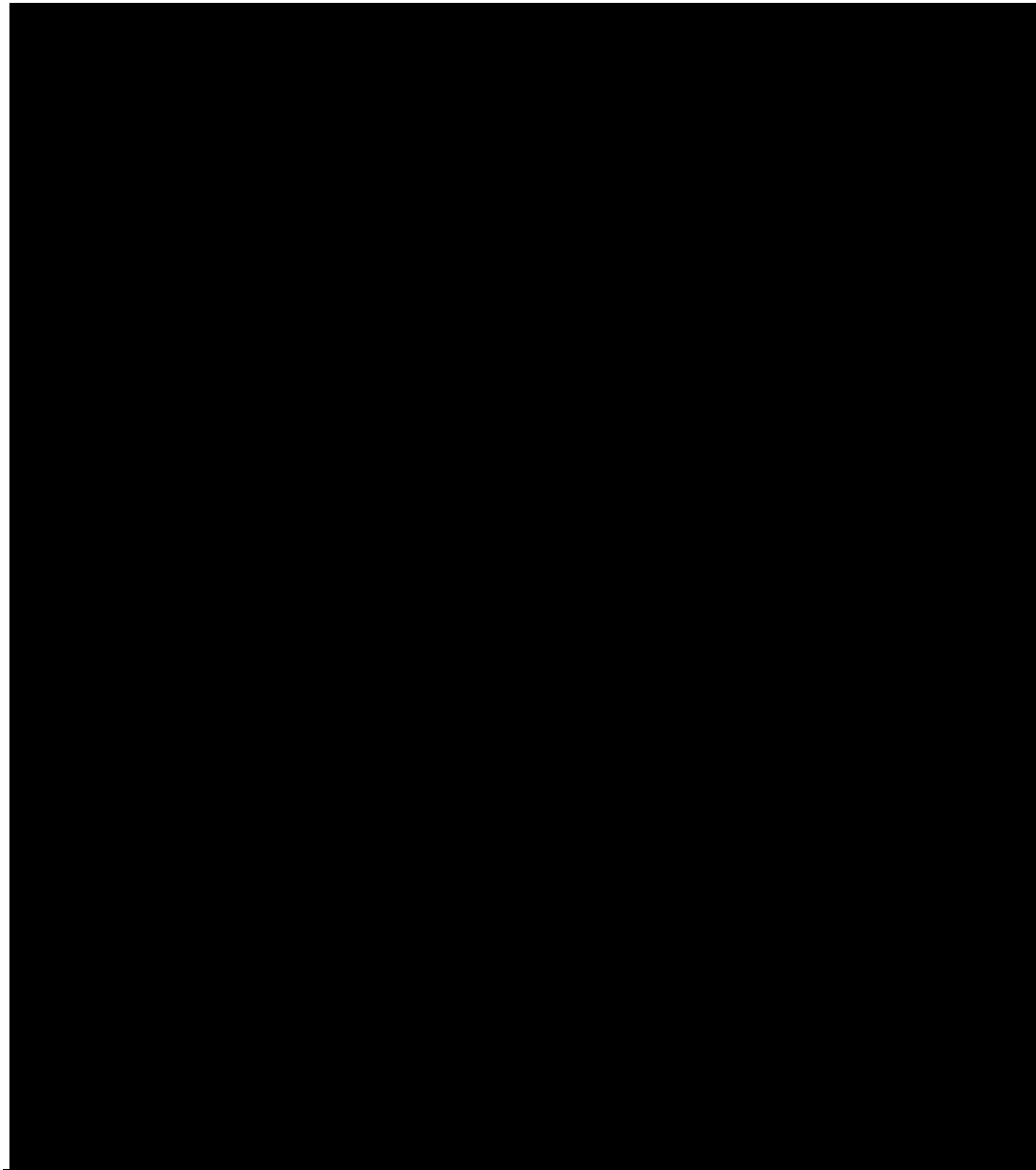
Good Afternoon,

Facial Recognition on the attached photograph returned a *possible* match to the below named Massachusetts Driver's License or ID (see attached). CopLink FaceMatch performed on the same photograph *also* returned a possible match to the same party:

[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 direct - (857) 368-9500.

Respectfully,

[Redacted signature block]

From: Robidoux, Taylor (POL)
Sent: Wednesday, June 19, 2019 1:33 PM
To: Commonwealth Fusion Center (POL)
Subject: Fw: Suspect Mug Shot Image

Good afternoon,

[Redacted body text]

[Redacted body text]

From: [Redacted] <[\[Redacted\]@state.ma.us](mailto:[Redacted]@state.ma.us)> <[\[Redacted\]@state.ma.us](mailto:[Redacted]@state.ma.us)>
Sent: Wednesday, June 19, 2019 1:23 PM
To: Robidoux, Taylor (POL)
Subject: Suspect Mug Shot Image

Attached is the suspect image that you request. Please remember that this is law enforcement sensitive information and should not be transmit to unauthorized individuals.

From: [Smirnov, Vladimir \(DOT\)](#)
To: [Lavoie, Sara \(DOT\)](#)
Subject: SQR 5757 has been assigned to you to manage (Change the Morpho Non-Production job to add interfaces to permit applications that have been posted)
Date: Friday, June 21, 2019 12:35:34 PM

SQR 5757: Change the Morpho Non-Production job to add interfaces to permit applications that have been posted

High (Level 2) Production Support Change SQR for Interface raised from MA RMV Production by Vladimir Smirnov on Aug 09, 2018, Contact Person MR.lavoies.

PS - Verify in MRP and assigned to MR.lavoies.

FCR solution number(s) are 3785.

Logs

Created by MR.Vladimir Smirnov on Aug 09, 2018 3:49:13 PM

The Morpho Non-Production job currently adds non-production interfaces to applications that have been saved in error. Credential applications that result in the issuance of plastic cards will still be run through facial-recognition (like the non-production records). However, permits do not result in plastic credentials so the images will not go through facial-recognition.

The scan job that adds the interfaces will need to be changed to pick up these permit applications. We will also need to go back to all of the permits that have been issued since going live and add non-production interfaces to them (if they haven't received plastic credentials yet).

Comment by MR.Vladimir Smirnov on Aug 13, 2018 4:53:31 PM

Changing this SQR to now include sending non-production images from all credentials that don't already go to Morpho for plastic credential manufacturing. From this list Permits should have the highest priority.

We will also need to go back and send all of the images that we have missed before this change is implemented.

Nick and I will be updating this SQR as we learn more about the scope of this change.

Attachment added by MR.Vladimir Smirnov on Aug 14, 2018 5:08:47 PM

Plan for changes

Status changed from PS - Submitted to PS - Prioritize by MR.Vladimir Smirnov on Aug 22, 2018 10:53:15 AM

Status changed from PS - Prioritize to PS - Assigned by MR.Vladimir Smirnov on Aug 22, 2018 10:53:20 AM

Priority changed from Needs Prioritization to High (Level 2) by MR.Steve McCollem on Aug 29, 2018 12:26:46 PM

Email sent to Vladimir Smirnov <Vladimir.Smirnov@MassMail.State.MA.US> by MR.smccollem on Aug 29, 2018 12:29:07 PM Aug 29, 2018 12:29:07 PM

To: Vladimir.Smirnov@MassMail.State.MA.US
Cc: Nicholas.Kintzler@MassMail.State.MA.US; sye.chanthaboun@state.ma.us;
Diwakar.Sagi@dot.state.ma.us

SQR #5757 - Change the Morpho Non-Production job to add interfaces to permit applications that have been posted

Hi Vlad,

I know you're working on other SQRs but I was wondering if this was something someone else could take on. It's a high impact item that we want to make sure we have in place.

Thanks,
Steve

Assigned to MR.Diwakar Sagi by BSNTST.Nicholas Kintzler on Aug 29, 2018 1:44:13 PM

Email sent to Nicholas Kintzler <Nicholas.Kintzler@MassMail.State.MA.US> by MR.dsagi on Oct 15, 2018 11:22:22 AM Oct 15, 2018 11:22:22 AM

To: Nicholas.Kintzler@MassMail.State.MA.US
Cc: siva.dama@dot.state.ma.us; sye.chanthaboun@state.ma.us;
steve.mccollem@state.ma.us

SQR #5757 - Change the Morpho Non-Production job to add interfaces to permit applications that have been posted

Nick,

After lot of back and forth with Siva and Vlad/John, we could not figure out how to resolve this issue.
Please assign it to someone else.

Thanks
Diwakar

Assigned to BSNTST.Nicholas Kintzler by MR.Diwakar Sagi on Oct 15, 2018 11:22:28 AM

Comment by MR.Sara Lavoie on Oct 17, 2018 10:28:31 AM

Hi all, just an FYI, this is a priority of the Registrar and she has been seeking an update on this issue.

Comment by BSNTST.Nicholas Kintzler on Oct 18, 2018 9:50:45 AM

If this item is not able to be worked by available resources, it has to wait for a ranking of outstanding SQR's. I will defer to Steve in getting this information to me and then this SQR will be managed in that way.

Assigned to MR.Brian Winkler by MR.batch on Nov 19, 2018 3:44:37 PM

Email sent to Multiple by MR.schanthabo on Nov 20, 2018 1:54:37 PM Nov 20, 2018 1:54:37 PM

To: Brian.Winkler@dot.state.ma.us; steve.mccollem@state.ma.us

SQR 5757: Email (Change the Morpho Non-Production job to add interfaces to permit applications that have been posted)

Brian,

The Registrar is inquiring about the status of this SQR. Can we resume working on this ASAP? Since Vlad is out this week, can we assign it to someone else?

Thanks,
Sye

Manager changed to MR.Brian Winkler by MR.batch on Dec 19, 2018 8:15:12 AM

Status changed from PS - Assigned to PS - In Progress by MR.Vladimir Smirnov on Dec 19, 2018 8:52:19 AM

Status changed from PS - In Progress to PS - Test in MRT by MR.Vladimir Smirnov on Dec 27, 2018 3:52:14 PM

Status changed from PS - Test in MRT to PS - Migrate to MRS by MR.Vladimir Smirnov on Dec 28, 2018 10:37:22 AM

Assigned to MR.Vladimir Smirnov by MR.Brian Winkler on Jan 15, 2019 10:23:34 AM

Manager changed from MR.Brian Winkler to MR.Vladimir Smirnov by MR.Brian Winkler on Jan 15, 2019 10:23:38 AM

Email sent to Multiple by MR.smirnovv on Jan 15, 2019 1:26:00 PM Jan 15, 2019 1:26:00 PM

To: sara.lavoie@state.ma.us; steve.mccollem@state.ma.us
Cc: Brian.Winkler@dot.state.ma.us

SQR 5757: Email (Change the Morpho Non-Production job to add interfaces to permit applications that have been posted)

Sara/Steve,

Should we also run a Scan Job to send all of the photos taken in Atlas since go-live?
Excluding the ones that have already been sent or used for a manufactured credential.

Thanks,
Vlad

Contact person changed from MR.armisteadt to MR.Winklerb by MR.batch on Jan 24, 2019 5:24:56 PM

Contact person changed from MR.Winklerb to MR.winklerb by MR.batch on Jan 29, 2019 1:50:09 PM

Comment by MR.Steve McCollem on Jan 31, 2019 2:31:28 PM

Hi Vlad,

Yes, we should do that at some point. We should coordinate with Enforcement Services before we run that job. Let's plan on getting 5757 going and then come up with a date to run the remaining images through.

Thanks,
Steve

Email sent to Vladimir Smirnov <Vladimir.Smirnov@MassMail.State.MA.US> by MR.smccollem on Jan 31, 2019 2:33:44 PM Jan 31, 2019 2:33:44 PM

To: Vladimir.Smirnov@MassMail.State.MA.US
Cc: Brian.Winkler@dot.state.ma.us; sye.chanthaboun@state.ma.us

SQR 5757: Email (Change the Morpho Non-Production job to add interfaces to permit applications that have been posted)

Hi Vlad,

What's the latest status on this SQR? Do you need anything from me to get this moving?

-Steve

Comment by MR.Sara Lavoie on Mar 12, 2019 4:39:46 PM

We are ready to migrate to production. The following items were discussed and agreement reached to proceed on 3/12.

- The Quincy & 10 PP Teams have been testing and meeting daily since 3/5.
- As a result of the testing, we are all confident that SQR 5757 is ready to go into production this Wednesday night.
- The 10 PP Team will closely track work volume changes as a result of the inclusion of

non-prod images for approximately one week, through 3/20.

- Once we implement, we will see the following work flow:
 - o At 11am daily – prod & non-prod images will flow through to Issuance 360
 - o At 7pm daily – only prod images will flow through to Issuance 360
- Approaching 3/20 the teams will assess whether or not sufficient confidence and resources exist to perform the backlog runs as scheduled below for Wednesdays and Thursdays through 5/26.
- We are able to request a run cancellation or change the volume of backlog images requested by 10am daily should resources not be available to handle the resulting manual work from these backlog batch runs; this is because we do not want to cause the backlog to interfere with processing of daily, time boxed, credential issuances.

Email sent to unassigned <Brian.Winkler@dot.state.ma.us> by MR.lavoies on Mar 12, 2019 4:41:14 PM

To: Brian.Winkler@dot.state.ma.us
Cc: Vladimir.Smirnov@dot.state.ma.us

SQR 5757: Email (Change the Morpho Non-Production job to add interfaces to permit applications that have been posted)

Hi Vlad, please change stage to migrate to production. I am unable to do that. Thanks!!!

Status changed from PS - Migrate to MRS to PS - Test in MRS by MR.Vladimir Smirnov on Mar 12, 2019 4:42:04 PM

Status changed from PS - Test in MRS to PS - Migrate to MRP by MR.Vladimir Smirnov on Mar 13, 2019 8:43:22 AM

Spent multiple weeks testing the changes with Sara Lavoie and Eric Falcon (Enforcement Services). The appropriate images are coming through and everything appears to be working correctly.

These tests involved:

- Taking new images in Atlas and keeping a record of them in a word document
- Transmitting these images to Idemia so they could be run through Facial Rec
- Using Issuance 360 and the word document to verify that all of the images taken earlier have made it into Facial Rec

Solution 3785 promoted to MR_11P and MR_12P by MR.Brian Winkler on Mar 13, 2019 8:49:31 AM

Contact person changed from MR.winklerb to MR.lavoies by MR.Steve McCollem on Mar 28, 2019 3:24:36 PM

Status changed from PS - Migrate to MRP to PS - Verify in MRP by MR.Vladimir Smirnov on Apr 08, 2019 2:40:42 PM

Assigned to MR.Sara Lavoie by MR.Vladimir Smirnov on Apr 08, 2019 2:40:42 PM

Hey Sara,

Sorry I totally forgot to send this back to you.

You will just need to verify that this SQR has successfully made it into Production.

Thanks,
Vlad

Manager changed from MR.Vladimir Smirnov to MR.Sara Lavoie by MR.Vladimir Smirnov on Jun 21, 2019 12:35:22 PM

From: [Boyle, Christopher \(DOT\)](#)
To: [Gawron, Stephen \(POL\)](#)
Cc: [Range, Scott \(POL\)](#); [Thibault, Amy \(POL\)](#)
Subject: Weekly FIU Stats 6.22.19
Date: Friday, June 21, 2019 11:22:00 AM
Attachments: [image001.png](#)

Captain,

Weekly FIU stats for week ending 06/22/19:

Arrests: 1 Federal arrest warrant for Aggravated Identity Theft and Misuse of SSN

The FIU received 1 new State To State referral to be investigated.

The FIU received 5 requests from local, state, and federal agencies for RMV documents in regards to on-going investigations.

The FIU replied to and assisted with 3 Facial Recognition requests from the Fusion Center.

Tpr Thompson has been assigned 4 background investigations for the 85th R.T.T. that are due in less than a month so he is working on those full time.

Tpr Lucin conducted 5 victim interviews in regards to the [REDACTED] case ([REDACTED]). The victims were interviewed in the office and following the interview, they were given new license numbers by RMV staff.

Facial Recognition stats:

Automated Matches: 5,195

Data Errors: 60

Criminal Cases: 8

Agency Assists: 0

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
cell: 781-738-7286



From: [Boyle, Christopher \(DOT\)](#)
To: [Range, Scott \(POL\)](#); [Gawron, Stephen \(POL\)](#); [Brooks, Brian \(POL\)](#); [Ferrazzani, Kurt \(POL\)](#)
Cc: [Commonwealth Fusion Center \(POL\)](#); [Thibault, Amy \(POL\)](#)
Subject: FW: Notice! No FR this Sunday 6/23
Date: Friday, June 21, 2019 10:45:00 AM
Attachments: [image001.png](#)

All,

Please see the below email in regards to the Facial Recognition software being down this Sunday, June 23, 2019 for server maintenance.

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
cell: 781-738-7286



From: Lavoie, Sara (DOT)
Sent: Friday, June 21, 2019 10:40 AM
To: Ariely, Michael (DOT) <Michael.Ariely@dot.state.ma.us>; Guarino, Sarah (DOT) <Sarah.Guarino@dot.state.ma.us>; Lucin, Cristina (POL) <Cristina.Lucin@pol.state.ma.us>; Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>; Thompson, James (DOT) <James.M.Thompson@dot.state.ma.us>; Malhotra, Danish (DOT) <Danish.Malhotra2@dot.state.ma.us>; Walker, Stephen (DOT) <Stephen.Walker@dot.state.ma.us>; Andrews, Jaelyn (DOT) <Jaelyn.Andrews@dot.state.ma.us>
Subject: Notice! No FR this Sunday 6/23
Importance: High

This serves as a notice that **Issuance 360 will be unavailable this coming Sunday 6/23/19** to support system maintenance. The outage will start at 7am and may last most of the day. I will advise this chain when it is back up and I will be testing functionality Sunday afternoon/evening to ensure there are no issues start of business Monday. Please pass to our MSP partners.

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

Desk: 857-368-8910

Mobile: 617-780-4016

From: [Deveney, Erin \(DOT\)](#)
To: [Lavoie, Sara \(DOT\)](#)
Subject: FW: Registrar/IT Weekly Check in
Date: Friday, June 21, 2019 10:17:40 AM

I raised the flag with Dave and Mark to make sure that we won't have any issues or impediments with 360 this weekend because we can't afford to have another Monday with FR problems

Even though they don't expect any, Dave said that he was going to have Idemia do a double and triple check to make sure no systems are impacted

From: Newton, Mark (DOT)
Sent: Friday, June 21, 2019 9:46 AM
To: Deveney, Erin (DOT); Bedard, David (DOT)
Cc: Newton, Mark (DOT)
Subject: Registrar/IT Weekly Check in

Good FRIDAY Morning Registrar, Dave,

Below please find today's updates for consideration during this morning's scheduled 10 AM call. Thank you

Best,
Mark

Taunton RMV Service Center Move

- July 1 opening - very high probability of meeting this date - tremendous progress was made in the last week
- Q-FLOW AV scheduled for Friday, June 21, 2019
- Final Comcast install scheduled for Friday, June 21, 2019
- IT Walkthrough with Jay Dilisio and Diane Kidd occurred on Thursday, June 20 - no issues or new requirements
- No known IT issues or impediments preventing opening on July 1

###

Miscellaneous

- Maintenance –Generally-

| Item | Description | Date/Timeframe | Service Impacting | Comments |
|------|--|---|--|--|
| 1 | General Services: Scheduled Power Outages in Fall River RMV Service Center | RESCHEDULED: Fall River RMV Service Center, Saturday, June 22, 2019 the power is scheduled to be shut down once, at 07:00 AM. The expected duration of the scheduled power outage is estimated to be eight -8- to ten -10- hours | | Suggest that certain RMV staff be asked to arrive fifteen to thirty minutes early on Monday in Fall River, just to make sure that some testing is performed prior to opening to mitigate both risk and time factors, just in case a problem is detected and requires mediation |
| 2 | Idemia Maintenance Window for Operating System Patching | Production Patching, Sunday, June 23 from 7 AM – until complete | NO prolonged interruption of service; however, brief disruptions may occur | Production date has been approved by ATLAS and has been approved by the MSP via Enforcement Services – Reminder sent to Sara 6/20/2019 |

6/21/2019 9:38 AM

From: Newton, Mark (DOT)
Sent: Friday, June 14, 2019 9:48 AM
To: Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Bedard, David (DOT) (David.Bedard@dot.state.ma.us) <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 and David,

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

Sorry about the printing problem this AM, a server became unresponsive housing a print server application known as Thin Print. The impact was felt by any users who were mapped to the server who were attempting to print through Microsoft Windows or a Windows application (including Citrix users). The problem was quickly reported and identified and the server was quickly restarted which resolved the problem, and is being monitored.

Have a great day and weekend!

-Mark

-

Watertown RMV Service Center Move

- Successful opening Monday, June 10, 2019
- No known outstanding issues

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
- MVN installation scheduled Thursday, June 20, 2019
- Q-FLOW AV scheduled for Friday, June 21, 2019
- IT Walkthrough with RMV business scheduled for Thursday, June 20, 2019, 1 PM

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 customer impact expected
- Contingency responses are being planned in case of an unexpected incident

###

Miscellaneous

- Maintenance –Generally-

| Item | Description | Date/Timeframe | Service Impacting | Comments |
|------|---|---|--|--|
| 1 | General Services: Scheduled Power Outages in Danvers -Complete- and Fall River RMV Service Centers | Fall River RMV Service Center Saturday, June 15, 2019 the power is scheduled to be shut down once, at 07 00 AM The expected duration of the scheduled power outage is estimated to be eight -8- to ten -10- hours | | Suggest that certain RMV staff be requested to arrive fifteen to thirty minutes early on Monday in Fall River, just to make sure that some testing is performed prior to opening to mitigate both risk and time factors, just in case a problem is detected and requires mediation |
| 2 | 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, <u>Enforcement Services</u> and conditionally approved; Proposed Production date has been reviewed by ATLAS (<u>conditionally approved</u>) and is awaiting approval from MSP via Enforcement Services |

6/14/2019 9:45 AM

From: Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>
Sent: Friday, June 7, 2019 9:38 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 Morning Registrar, Dave,

Below please find today s updates for consideration during this morning s scheduled 10 AM call Thank you

Best,
 Mark

Watertown RMV Service Center Move

- Official opening date: Monday, June 10, 2019 - moving will commence after COB -Today- Friday, June 7, 2019
- 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 customer impact expected
- Contingency responses are being planned in case of unexpected incident

###

Miscellaneous

- 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 <pending removal if without updates> | 1. Add new SSD storage capacity o May 3rd 6pm – 10pm COMPLETE 2. Merge SSD storage to create optimized aggregates o May 9th 6pm – 10pm COMPLETE 3. Configure 8200 SAS controllers o May 16th 6pm – 10pm COMPLETE 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 which started on April 25th The maintenance has been scheduled over multiple weeks to minimize risks to the ATLAS environment All maintenance will |

| | | | | |
|---|---|--|--|---|
| | | Proposed schedule o May 23rd 6pm - 10pm o Postponed TBD | | 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 nd & 3 rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) <pending removal if without updates> | THIS Weekend 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: 06/07/2019: No additional work has taken place 5/30/2019: No additional work has taken place 5/19/2019: ... Completed additional 28 PC moves on the 2 nd 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 rd floor and many more on the 2 nd 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, Enforcement Services and conditionally approved; Proposed Production date has been reviewed by ATLAS (conditionally approved) and is awaiting approval from MSP via Enforcement Services |

6/7/2019 9:26 AM

From: Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>
Sent: Friday, May 31, 2019 2:10 PM
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: RE: Registrar/IT Weekly Check in

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 | <ol style="list-style-type: none"> 1. Add new SSD storage capacity <ul style="list-style-type: none"> o May 3rd 6pm – 10pm COMPLETE 2. Merge SSD storage to create optimized aggregates <ul style="list-style-type: none"> o May 9th 6pm – 10pm COMPLETE 3. Configure 8200 SAS controllers <ul style="list-style-type: none"> o May 16th 6pm – 10pm COMPLETE 4. Upgrade the Netapp Ontap operating system <ul style="list-style-type: none"> Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule o May 23rd 6pm – 10pm o Postponed 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 which started on April 25th . 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 nd & 3 rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) | THIS Weekend 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 nd floor 5/2/2019: Completed 38 PC and 38 pin pad moves on 4/27 for the 3 rd Floor. Still have more on the 3 rd floor and many more on the 2 nd floor |
| 3 | Idemia Maintenance Window for Operating System Patching | <ol style="list-style-type: none"> 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 | <ol style="list-style-type: none"> 1. Add new SSD storage capacity <ul style="list-style-type: none"> o May 3rd 6pm – 10pm COMPLETE 2. Merge SSD storage to create optimized aggregates <ul style="list-style-type: none"> o May 9th 6pm – 10pm COMPLETE 3. Configure 8200 SAS controllers <ul style="list-style-type: none"> o May 16th 6pm – 10pm COMPLETE 4. Upgrade the Netapp Ontap operating system <ul style="list-style-type: none"> Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule o May 23rd 6pm – 10pm o Postponed 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 which started on April 25th 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 nd & 3 rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) | THIS Weekend 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 nd 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 rd floor and many more on the 2 nd floor |
| 4 | Idemia Maintenance Window for Operating System Patching | Proposed <ol style="list-style-type: none"> 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 COMPLETE 4. Merge SSD storage to create optimized aggregates o May 9th 6pm – 10pm COMPLETE 5. Configure 8200 SAS controllers o May 16th 6pm – 10pm COMPLETE 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 which started on April 25th . 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 nd & 3 rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) | THIS Weekend 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 rd Floor. Still have more on the 3 rd floor and many more on the 2 nd 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. 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 | 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 |

| | | | | |
|---|---|--|--|--|
| | | <p>130TB Proposed schedule o May 3rd 6pm – 10pm COMPLETE</p> <p>2. Merge SSD storage to create optimized aggregates Description Merge original SSD aggregates with new aggregates 3 & 4 to optimize performance Proposed schedule o May 9th 6pm – 10pm COMPLETE</p> <p>3. Configure 8200 SAS controllers Description Remove the existing SAS controllers and replace them new 8200 controllers Proposed schedule o May 16th 6pm – 10pm</p> <p>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</p> | | <p>proposing weekly storage maintenance windows which started on April 25th. 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 | <p>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)</p> | <p>THIS Weekend Saturday, May 11, 2019 from 09:00 AM to 04:00 PM</p> | <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</p> | <p>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</p> |

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 | 1. Add new SSD storage capacity Description Add 2 additional SSD shelves to the Netapp 8080 array and create two new aggregates (3 & 4) new | No downtime is expected | There are a series of maintenance activities required to ensure the storage environment is |

| | | | | |
|---|--|---|---|---|
| | support Atlas R2 | <p>capacity will be approximately 130TB Proposed schedule o May 3rd 6pm – 10pm</p> <p>2. Merge SSD storage to create optimized aggregates Description Merge original SSD aggregates with new aggregates 3 & 4 to optimize performance Proposed schedule o May 9th 6pm – 10pm</p> <p>3. Configure 8200 SAS controllers Description Remove the existing SAS controllers and replace them new 8200 controllers Proposed schedule o May 16th 6pm – 10pm</p> <p>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</p> | | <p>ready to support ATLAS R2 To complete these activities, EOTSS is proposing weekly storage maintenance windows which started on April 25th. 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 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) | NEXT 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
 - 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 starting on April 25th 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 nd & 3 rd 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 starting on April 25th . 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 |
|---|--------------------------------|-------------------------|--|

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 starting on April 25th 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

- 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 -=NFW=-

- 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 5th The device shut itself down to prevent data loss We identified the root cause and ordered replacement parts by 4 00am on March 6th 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

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 1st – 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 Pedit 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

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

OHQ 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

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**

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

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

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

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

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

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 DI/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 is 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, June 21, 2019 9:46:45 AM

Good FRIDAY Morning Registrar, Dave,

Below please find today s updates for consideration during this morning s scheduled 10 AM call Thank you

Best,
 Mark

Taunton RMV Service Center Move

- July 1 opening - very high probability of meeting this date - tremendous progress was made in the last week
- Q-FLOW AV scheduled for Friday, June 21, 2019
- Final Comcast install scheduled for Friday, June 21, 2019
- IT Walkthrough with Jay Dilisio and Diane Kidd occurred on Thursday, June 20 - no issues or new requirements
- No known IT issues or impediments preventing opening on July 1

###

Miscellaneous

- Maintenance –Generally-

| Item | Description | Date/Timeframe | Service Impacting | Comments |
|------|--|---|--|--|
| 1 | General Services: Scheduled Power Outages in Fall River RMV Service Center | RESCHEDULED: Fall River RMV Service Center, Saturday, June 22, 2019 the power is scheduled to be shut down once, at 07:00 AM. The expected duration of the scheduled power outage is estimated to be eight -8- to ten -10- hours | | Suggest that certain RMV staff be asked to arrive fifteen to thirty minutes early on Monday in Fall River, just to make sure that some testing is performed prior to opening to mitigate both risk and time factors, just in case a problem is detected and requires mediation |
| 2 | Idemia Maintenance Window for Operating System Patching | Production Patching, Sunday, June 23 from 7 AM – until complete | NO prolonged interruption of service; however, brief disruptions may occur | Production date has been approved by the MSP via Enforcement Services – Reminder sent to Sara 6/20/2019 |

6/21/2019 9:38 AM

From: Newton, Mark (DOT)
 Sent: Friday, June 14, 2019 9:48 AM
 To: Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Bedard, David (DOT) (David.Bedard@dot.state.ma.us) <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 and David,

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

Sorry about the printing problem this AM, a server became unresponsive housing a print server application known as Thin Print The impact was felt by any users who were mapped to the server who were attempting to print through Microsoft Windows or a Windows application (including Citrix users) The problem was quickly reported and identified and the server was quickly restarted which resolved the problem, and is being monitored

Have a great day and weekend!

-Mark

Watertown RMV Service Center Move

- Successful opening Monday, June 10, 2019
- No known outstanding issues

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
- MVN installation scheduled Thursday, June 20, 2019
- Q-FLOW AV scheduled for Friday, June 21, 2019
- IT Walkthrough with RMV business scheduled for Thursday, June 20, 2019, 1 PM

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 customer impact expected

- Contingency responses are being planned in case of an unexpected incident

###

Miscellaneous

- Maintenance –Generally-

| Item | Description | Date/Timeframe | Service Impacting | Comments |
|------|--|---|--|--|
| 1 | General Services: Scheduled Power Outages in Danvers -Complete- and Fall River RMV Service Centers | Fall River RMV Service Center Saturday, June 15, 2019 the power is scheduled to be shut down once, at 07 00 AM The expected duration of the scheduled power outage is estimated to be eight -8- to ten -10- hours | | Suggest that certain RMV staff be requested to arrive fifteen to thirty minutes early on Monday in Fall River, just to make sure that some testing is performed prior to opening to mitigate both risk and time factors, just in case a problem is detected and requires mediation |
| 2 | 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, <u>Enforcement Services</u> and conditionally approved; Proposed Production date has been reviewed by ATLAS (<u>conditionally approved</u>) and is awaiting approval from MSP via Enforcement Services |

6/14/2019 9:45 AM

From: Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>
Sent: Friday, June 7, 2019 9:38 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 Morning Registrar, Dave,

Below please find today's updates for consideration during this morning's scheduled 10 AM call. Thank you

Best,
 Mark

Watertown RMV Service Center Move

- Official opening date: Monday, June 10, 2019 - moving will commence after COB -Today- Friday, June 7, 2019
- 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 customer impact expected
- Contingency responses are being planned in case of unexpected incident

###

Miscellaneous

- 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 <pending removal if without updates> | 1 Add new SSD storage capacity o May 3rd 6pm – 10pm COMPLETE 2 Merge SSD storage to create optimized aggregates o May 9th 6pm – 10pm COMPLETE 3 Configure 8200 SAS controllers o May 16th 6pm – 10pm COMPLETE 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 Postponed 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 which started on April 25th . 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 nd & 3 rd floor data closet and MDF room at Quincy Headquarters | THIS Weekend Nothing scheduled | No citizen downtime is expected – However: For anyone working on Saturday, during these hours, there will be minor | Update: 06/07/2019: No additional work has taken place 5/30/2019: No additional work has taken place 5/19/2019: ... Completed additional 28 PC moves |

| | | | | |
|---|---|--|---|--|
| | (CHG0037595) <pending removal if without updates> | | interruptions to their PC as the Network team migrates them to the new PCI switch stack | on the 2 nd floor 5/2/2019: Completed 38 PC and 38 pin pad moves on 4/27 for the 3 rd Floor Still have more on the 3 rd floor and many more on the 2 nd 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, Enforcement Services and conditionally approved; Proposed Production date has been reviewed by ATLAS (conditionally approved) and is awaiting approval from MSP via Enforcement Services |

6/7/2019 9:26 AM

From: Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>
Sent: Friday, May 31, 2019 2:10 PM
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: RE: Registrar/IT Weekly Check in

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 | <ol style="list-style-type: none"> 1 Add new SSD storage capacity <ul style="list-style-type: none"> o May 3rd 6pm – 10pm COMPLETE 2 Merge SSD storage to create optimized aggregates <ul style="list-style-type: none"> o May 9th 6pm – 10pm COMPLETE 3 Configure 8200 SAS controllers <ul style="list-style-type: none"> o May 16th 6pm – 10pm COMPLETE 4 Upgrade the Netapp Ontap operating system <ul style="list-style-type: none"> Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule <ul style="list-style-type: none"> o May 23rd 6pm – 10pm o Postponed, 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 which started on April 25th . 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 nd & 3 rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) | THIS Weekend 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 nd floor 5/2/2019: Completed 38 PC and 38 pin pad moves on 4/27 for the 3 rd Floor. Still have more on the 3 rd floor and many more on the 2 nd floor |
| 3 | Idemia Maintenance Window for Operating System Patching | <ol style="list-style-type: none"> 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 | <ol style="list-style-type: none"> 1 Add new SSD storage capacity <ul style="list-style-type: none"> o May 3rd 6pm – 10pm COMPLETE | No downtime is expected | There are a series of maintenance activities required to ensure the storage environment is ready to |

| | | | | |
|---|---|---|--|---|
| | required to update the environment to support Atlas R2 | <p>2 Merge SSD storage to create optimized aggregates</p> <ul style="list-style-type: none"> May 9th 6pm – 10pm COMPLETE <p>3 Configure 8200 SAS controllers</p> <ul style="list-style-type: none"> May 16th 6pm – 10pm COMPLETE <p>4 Upgrade the Netapp Ontap operating system</p> <p>Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule</p> <ul style="list-style-type: none"> May 23rd 6pm – 10pm Postponed TBD | | support ATLAS R2 To complete these activities, EOTSS is proposing weekly storage maintenance windows which started on April 25th 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 nd & 3 rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) | THIS Weekend 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 nd floor 5/2/2019: Completed 38 PC and 38 pin pad moves on 4/27 for the 3 rd Floor Still have more on the 3 rd floor and many more on the 2 nd 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 | 3 Add new SSD storage capacity | No downtime is expected | There are a series of maintenance activities required to ensure the |
| | | <ul style="list-style-type: none"> May 3rd 6pm – 10pm | | |

| | | | | |
|---|--|--|--|---|
| | environment The maintenance is required to update the environment to support Atlas R2 | <p>4 Merge SSD storage to create optimized aggregates o May 9th 6pm – 10pm COMPLETE</p> <p>5 Configure 8200 SAS controllers o May 16th 6pm – 10pm COMPLETE</p> <p>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</p> | | storage environment is ready to support ATLAS R2 To complete these activities, EOTSS is proposing weekly storage maintenance windows which started on April 25th 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 nd & 3 rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) | THIS Weekend 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 rd floor and many more on the 2 nd 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>1 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 o May 3rd 6pm – 10pm COMPLETE</p> <p>2 Merge SSD storage to create optimized aggregates Description Merge original SSD aggregates</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 which started on April 25th The maintenance has been scheduled over multiple weeks to minimize risks to the ATLAS environment |

| | | | | |
|---|--|--|---|---|
| | | <p>with new aggregates 3 & 4 to optimize performance Proposed schedule</p> <ul style="list-style-type: none"> May 9th 6pm – 10pm COMPLETE <p>3 Configure 8200 SAS controllers Description Remove the existing SAS controllers and replace them new 8200 controllers Proposed schedule</p> <ul style="list-style-type: none"> May 16th 6pm – 10pm <p>3 Upgrade the Netapp Ontap operating system Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule</p> <ul style="list-style-type: none"> May 23rd 6pm – 10pm | | 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 nd & 3 rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) | THIS 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 rd floor and many more on the 2 nd 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 | <p>1 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</p> <ul style="list-style-type: none"> May 3rd 6pm – 10pm <p>1 Merge SSD storage to create optimized aggregates Description Merge original SSD aggregates with</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 which started on |

| | | | | |
|---|--|---|---|--|
| | | <p>new aggregates 3 & 4 to optimize performance Proposed schedule</p> <ul style="list-style-type: none"> o May 9th 6pm – 10pm <p>2 Configure 8200 SAS controllers Description Remove the existing SAS controllers and replace them new 8200 controllers Proposed schedule</p> <ul style="list-style-type: none"> o May 16th 6pm – 10pm <p>3 Upgrade the Netapp Ontap operating system Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule</p> <ul style="list-style-type: none"> o May 23rd 6pm – 10pm | | <p>April 25th 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 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 th , 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 nd & 3 rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) | <p>NEXT weekend.....</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 3rd Floor Still have more on the 3 rd floor and many more on the 2 nd 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 starting on April 25th 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 nd & 3 rd 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 starting on April 25th . 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 |
|---|--------------------------------------|----------------------------------|--|

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 starting on April 25 th 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

- 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 | Pending Registrar approval /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 5th The device shut itself down to prevent data loss We identified the root cause and ordered replacement parts by 4 00am on March 6th 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

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 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 1st – 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

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

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**

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

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

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

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

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: [Dionne, Robert \(DOT\)](#)
To: [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#); [Mulcahy, Sheila \(DOT\)](#)
Subject: FW: DOT - Active (Open) Req Details
Date: Friday, June 21, 2019 7:02:06 AM
Attachments: [DOT - Active \(Open\) Requisition Detail.xlsx](#)

From: Oracle Business Intelligence
Sent: Friday, June 21, 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: [Lavioie, Sara \(DOT\)](#)
 To: [Deveney, Erin \(DOT\)](#)
 Subject: RE: Registrar/IT Weekly Check in
 Date: Friday, June 21, 2019 10:18:41 AM

Thanks! I have to come in on Sunday to test that it is working

From: Deveney, Erin (DOT)
 Sent: Friday, June 21, 2019 10:18 AM
 To: Lavioie, Sara (DOT)
 Subject: FW: Registrar/IT Weekly Check in

I raised the flag with Dave and Mark to make sure that we won't have any issues or impediments with 360 this weekend because we can't afford to have another Monday with FR problems

Even though they don't expect any, Dave said that he was going to have Idemia do a double and triple check to make sure no systems are impacted

From: Newton, Mark (DOT)
 Sent: Friday, June 21, 2019 9:46 AM
 To: Deveney, Erin (DOT); Bedard, David (DOT)
 Cc: Newton, Mark (DOT)
 Subject: Registrar/IT Weekly Check in

Good FRIDAY Morning Registrar, Dave,

Below please find today's updates for consideration during this morning's scheduled 10 AM call. Thank you

Best,
 Mark

Taunton RMV Service Center Move

- July 1 opening - very high probability of meeting this date - tremendous progress was made in the last week
- Q-FLOW AV scheduled for Friday, June 21, 2019
- Final Comcast install scheduled for Friday, June 21, 2019
- IT Walkthrough with Jay Dilisio and Diane Kidd occurred on Thursday, June 20 - no issues or new requirements
- No known IT issues or impediments preventing opening on July 1

###

Miscellaneous

- Maintenance –Generally-

| Item | Description | Date/Timeframe | Service Impacting | Comments |
|------|--|---|--|--|
| 1 | General Services: Scheduled Power Outages in Fall River RMV Service Center | RESCHEDULED: Fall River RMV Service Center, Saturday, June 22, 2019 the power is scheduled to be shut down once, at 07:00 AM. The expected duration of the scheduled power outage is estimated to be eight -8- to ten -10- hours | | Suggest that certain RMV staff be asked to arrive fifteen to thirty minutes early on Monday in Fall River, just to make sure that some testing is performed prior to opening to mitigate both risk and time factors, just in case a problem is detected and requires mediation |
| 2 | Idemia Maintenance Window for Operating System Patching | Production Patching, Sunday, June 23 from 7 AM – until complete | NO prolonged interruption of service; however, brief disruptions may occur | Production date has been approved by ATLAS and has been approved by the MSP via Enforcement Services – Reminder sent to Sara 6/20/2019 |

6/21/2019 9:38 AM

From: Newton, Mark (DOT)
 Sent: Friday, June 14, 2019 9:48 AM
 To: Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>; Bedard, David (DOT) (David.Bedard@dot.state.ma.us) <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 and David,

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

Sorry about the printing problem this AM, a server became unresponsive housing a print server application known as Thin Print. The impact was felt by any users who were mapped to the server who were attempting to print through Microsoft Windows or a Windows application (including Citrix users). The problem was quickly reported and identified and the server was quickly restarted which resolved the problem, and is being monitored.

Have a great day and weekend!

-Mark

-

Watertown RMV Service Center Move

- Successful opening Monday, June 10, 2019
- No known outstanding issues

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
- MVN installation scheduled Thursday, June 20, 2019
- Q-FLOW AV scheduled for Friday, June 21, 2019
- IT Walkthrough with RMV business scheduled for Thursday, June 20, 2019, 1 PM

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 customer impact expected
- Contingency responses are being planned in case of an unexpected incident

###

Miscellaneous

- Maintenance –Generally-

| Item | Description | Date/Timeframe | Service Impacting | Comments |
|------|--|---|--|--|
| 1 | General Services: Scheduled Power Outages in Danvers -Complete- and Fall River RMV Service Centers | Fall River RMV Service Center Saturday, June 15, 2019 the power is scheduled to be shut down once, at 07 00 AM The expected duration of the scheduled power outage is estimated to be eight -8- to ten -10- hours | | Suggest that certain RMV staff be requested to arrive fifteen to thirty minutes early on Monday in Fall River, just to make sure that some testing is performed prior to opening to mitigate both risk and time factors, just in case a problem is detected and requires mediation |
| 2 | 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, <u>Enforcement Services</u> and conditionally approved; Proposed Production date has been reviewed by ATLAS (<u>conditionally approved</u>) and is awaiting approval from MSP via Enforcement Services |

6/14/2019 9:45 AM

From: Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>
Sent: Friday, June 7, 2019 9:38 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 Morning Registrar, Dave,

Below please find today s updates for consideration during this morning s scheduled 10 AM call Thank you

Best,
 Mark

Watertown RMV Service Center Move

- Official opening date: Monday, June 10, 2019 - moving will commence after COB -Today- Friday, June 7, 2019
- 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 customer impact expected
- Contingency responses are being planned in case of unexpected incident

###

Miscellaneous

- 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 COMPLETE 2. Merge SSD storage to create optimized aggregates o May 9 th 6pm – 10pm COMPLETE | 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 |

| | | | | |
|---|---|--|--|---|
| | <pending removal if without updates> | <ol style="list-style-type: none"> Configure 8200 SAS controllers <ul style="list-style-type: none"> May 16th 6pm – 10pm COMPLETE Upgrade the Netapp Ontap operating system <ul style="list-style-type: none"> Description: Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule: <ul style="list-style-type: none"> May 23rd 6pm – 10pm Postponed TBD | | weekly storage maintenance windows which started on April 25th . 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 nd & 3 rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) <pending removal if without updates> | THIS Weekend 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: 06/07/2019: No additional work has taken place 5/30/2019: No additional work has taken place 5/19/2019: ... Completed additional 28 PC moves on the 2 nd 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 rd floor and many more on the 2 nd floor |
| 3 | Idemia Maintenance Window for Operating System Patching | <ol style="list-style-type: none"> UAT Patching, Friday, June 14 from 8 AM – 12 noon (or until finished) 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, Enforcement Services and conditionally approved; Proposed Production date has been reviewed by ATLAS (conditionally approved) and is awaiting approval from MSP via Enforcement Services |

6/7/2019 9:26 AM

From: Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>
Sent: Friday, May 31, 2019 2:10 PM
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: RE: Registrar/IT Weekly Check in

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 | <ol style="list-style-type: none"> 1. Add new SSD storage capacity <ul style="list-style-type: none"> o May 3rd 6pm – 10pm COMPLETE 2. Merge SSD storage to create optimized aggregates <ul style="list-style-type: none"> o May 9th 6pm – 10pm COMPLETE 3. Configure 8200 SAS controllers <ul style="list-style-type: none"> o May 16th 6pm – 10pm COMPLETE 4. Upgrade the Netapp Ontap operating system <ul style="list-style-type: none"> Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule o May 23rd 6pm – 10pm o Postponed 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 which started on April 25th . 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 2nd & 3rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) | THIS Weekend 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 2nd floor 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 |
| 3 | Idemia Maintenance Window for Operating System Patching | <ol style="list-style-type: none"> 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 COMPLETE 2. Merge SSD storage to create optimized aggregates o May 9th 6pm – 10pm COMPLETE 3. Configure 8200 SAS controllers o May 16th 6pm – 10pm COMPLETE 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 Postponed 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 which started on April 25th . 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 (CHG0037595) | THIS Weekend 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 2nd floor. 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. |
| 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"> o May 3rd 6pm – 10pm COMPLETE 4. Merge SSD storage to create optimized aggregates <ul style="list-style-type: none"> o May 9th 6pm – 10pm COMPLETE 5. Configure 8200 SAS controllers <ul style="list-style-type: none"> o May 16th 6pm – 10pm COMPLETE 6. Upgrade the Netapp Ontapp operating system Description Upgrade Ontapp OS from version 9.3 to 9.5 Proposed schedule <ul style="list-style-type: none"> 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 which started on April 25th . 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) | THIS Weekend 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 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 | <ol style="list-style-type: none"> 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 o May 3rd 6pm – 10pm COMPLETE Merge SSD storage to create optimized aggregates Description Merge original SSD aggregates with new aggregates 3 & 4 to optimize performance. Proposed schedule o May 9th 6pm – 10pm COMPLETE Configure 8200 SAS controllers Description Remove the existing SAS controllers and replace them with new 8200 controllers. Proposed schedule o May 16th 6pm – 10pm 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 which started on April 25th . 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) | THIS 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. |

5/10/2019 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 | <ol style="list-style-type: none"> 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 o May 3rd 6pm – 10pm Merge SSD storage to create optimized aggregates Description Merge original SSD aggregates with new aggregates 3 & 4 to optimize performance Proposed schedule o May 9th 6pm – 10pm Configure 8200 SAS controllers Description Remove the existing SAS controllers and replace them new 8200 controllers Proposed schedule o May 16th 6pm – 10pm 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 which started on April 25th . 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) | NEXT 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 starting on April 25th 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 nd & 3 rd 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 starting on April 25th 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 |
|---|--------------------------------|-------------------------|--|

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 starting on April 25th 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

- 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 5th The device shut itself down to prevent data loss We identified the root cause and ordered replacement parts by 4 00am on March 6th 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 the 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' plate 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

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

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 1st – 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

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+ 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

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**

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

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

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

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

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: [Massachusetts State Police Records Management System](#)
To: [Boyle, Christopher \(POL\)](#)
Subject: ACISS Alert: INVESTIGATIVE REPORT Report awaiting approval!
Date: Thursday, June 20, 2019 2:16:38 PM
Attachments: [CaseReport_2019-134-34.pdf](#)

From: ACISS (MSP)
Report 2019-134-34 (INVESTIGATIVE REPORT) was just sent for your approval.

From: [Boyle, Christopher \(DOT\)](#)
To: [Malhotra, Danish \(DOT\)](#)
Subject: FW: Facial rec
Date: Thursday, June 20, 2019 9:29:00 AM
Attachments: [REDACTED]

Danny,

Please look into this request.

I looked at it briefly and the SSN is crap. It may involve a dirty clerk.

Chris

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

From: [REDACTED]
Sent: Wednesday, June 19, 2019 2:40 PM
To: [REDACTED]
Subject: FW: Facial rec

Good Afternoon,

We received the below request for facial recognition. The requestor knew the identity provided was a stolen Puerto Rican ID ([REDACTED]). Facial rec returned the MA license/identity of the likely person ([REDACTED]).

Respectfully,

[REDACTED]

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

From: Commonwealth Fusion Center (POL)
Sent: Wednesday, June 19, 2019 2:25 PM
To: [REDACTED]@tewksbury-ma.gov [REDACTED]@tewksbury-ma.gov>
Subject: RE: Facial rec

Good Afternoon,

Facial recognition returned an MA license/identity of [REDACTED]
[REDACTED]

Please directly contact the MSP Fraud Identification Unit with your original request at 857-368-9500.

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]

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

From: [REDACTED]@tewksbury-ma.gov [REDACTED]@tewksbury-ma.gov>
Sent: Wednesday, June 19, 2019 1:52 PM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Subject: Facial rec

Good afternoon,

I am looking to get a facial rec for the individual below

[REDACTED]

This identity above is stolen from Puerto Rico and I am looking to see if he ever held a separate license.

[REDACTED]

From: [Boyle, Christopher \(DOT\)](#)
To: [Malhotra, Danish \(DOT\)](#)
Subject: FW: Possible ID Fraud - [REDACTED]
Date: Thursday, June 20, 2019 9:29:00 AM
Attachments: [REDACTED]

Danny,

Please look into this Fusion Center request.

Chris

From: Commonwealth Fusion Center (POL)
Sent: Wednesday, June 19, 2019 2:18 PM
To: Boyle, Christopher (POL) <Christopher.Boyle@pol.state.ma.us>; [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Subject: Possible ID Fraud - [REDACTED]

Good Afternoon, All -

Reference SharePoint Activity Log #: [REDACTED], please see below & attached submitted.

[REDACTED]

Respectfully,

[REDACTED]

From: Commonwealth Fusion Center (POL)

Sent: Wednesday, June 19, 2019 2:02 PM

To: [REDACTED] (POL)

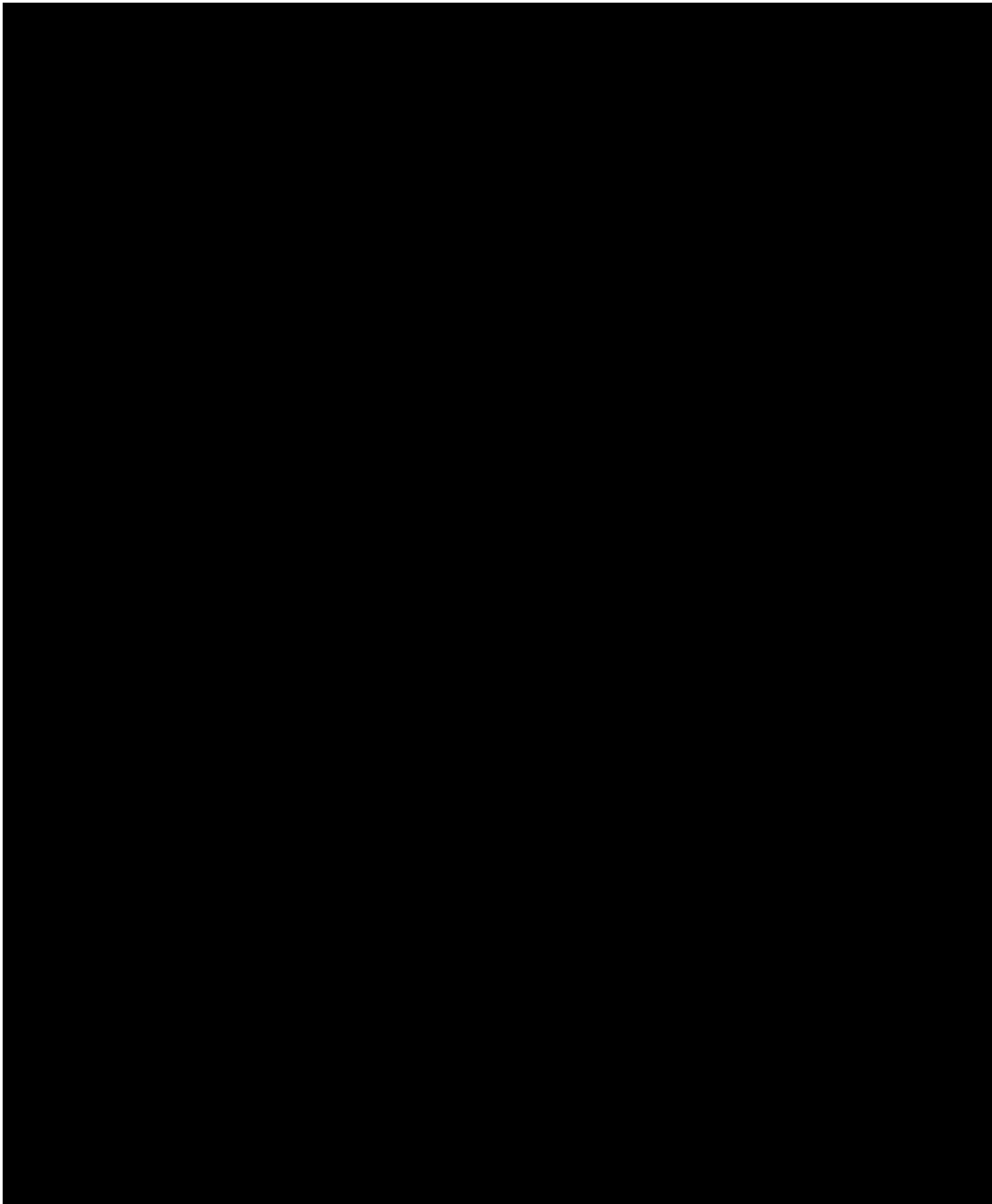
Subject: Re: Suspect Mug Shot Image

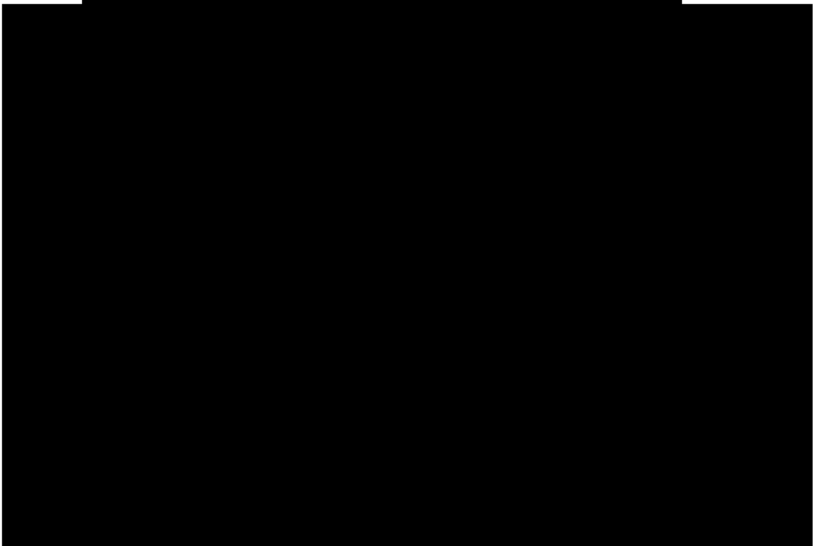
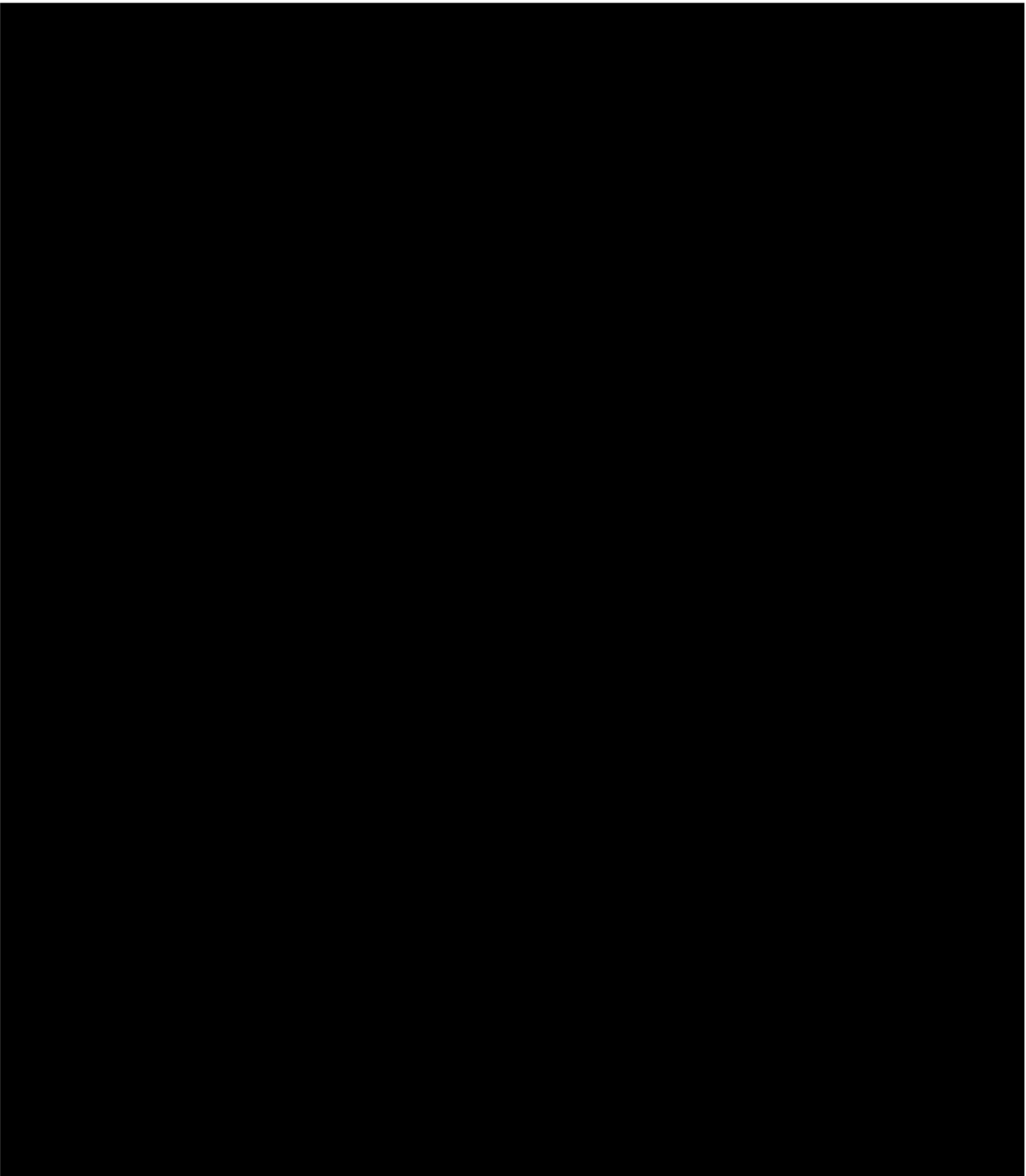
Good Afternoon,

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

[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 direct - (857) 368-9500.

Respectfully,

[Redacted signature block]

From: [Redacted] (POL)
Sent: Wednesday, June 19, 2019 1:33 PM
To: Commonwealth Fusion Center (POL)
Subject: Fw: Suspect Mug Shot Image

Good afternoon,

[Redacted body text]

[Redacted signature block]

From: [Redacted] <[\[Redacted\]@state.ma.us](mailto:[Redacted]@state.ma.us)<[\[Redacted\]@state.ma.us](mailto:[Redacted]@state.ma.us)>>
Sent: Wednesday, June 19, 2019 1:23 PM
To: Robidoux, Taylor (POL)
Subject: Suspect Mug Shot Image

Attached is the suspect image that you request. Please remember that this is law enforcement sensitive information and should not be transmit to unauthorized individuals.

From: [Boyle, Christopher \(DOT\)](#)
To: [REDACTED]
Subject: RE: FR Request
Date: Thursday, June 20, 2019 9:27:37 AM
Attachments: [image005.png](#)
[image001.png](#)

The FIU previously (2016) had a case involving [REDACTED] has been revoked.
[REDACTED] proved his identity during a RMV hearing.

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
cell: 781-738-7286



From: Commonwealth Fusion Center (POL)
Sent: Wednesday, June 19, 2019 2:07 PM
To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: FW: FR Request

Good Afternoon,

I received the below request for facial recognition from [REDACTED] the US Dept of State. Upon running the images through facial recognition, I found two potential matches. It appears that the records have already been merged. Please find the attached fraud ID form and supporting documentation.

Respectfully,

[REDACTED]

[REDACTED]

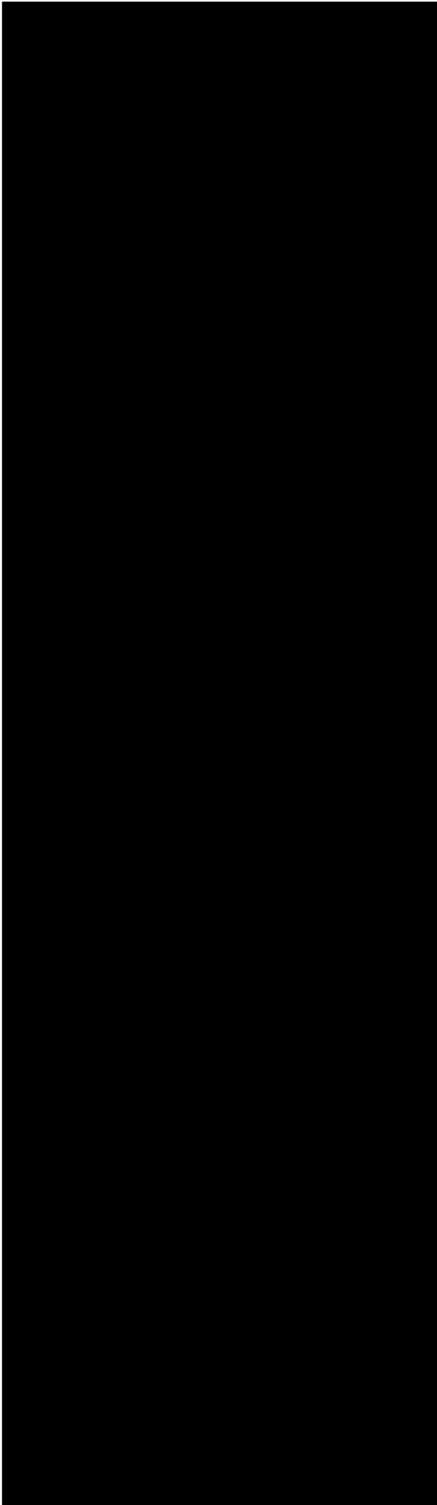


From: [REDACTED]@state.gov
Sent: Wednesday, June 19, 2019 1:33 PM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Subject: FR Request

Massachusetts Fusion Center,

The Diplomatic Security Service has an open investigation for the following individual and is actively seeking his true identity. This person has lived under the identity of [REDACTED] [REDACTED] for over 30 years and told investigators today he applied for a license within the year in a different identity. However, he could not recall the name he applied under.

[REDACTED]



I have attached a photograph of the individual (SUBJECT) and respectfully request your assistance in conducting a facial recognition (FR) search. Please contact me with any questions and thank you for your assistance.

Respectfully,

A black redaction box covers the signature area, consisting of two horizontal bars of different lengths stacked vertically.



Official - SBU
UNCLASSIFIED

Official - SBU (Sensitive-Law Enforcement)
UNCLASSIFIED

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From: [Glennon, John R \(MBTA\)](#)
To: [Boyd, Nick \(DOT\)](#); [Green, Kenneth \(MBTA\)](#)
Cc: [Barker, David \(MBTA\)](#); [Nash, Logan \(MBTA\)](#)
Subject: Real Time Video Analytics - In-Vehicle Cameras/Procurement
Date: Thursday, June 20, 2019 7:45:39 AM
Attachments: [product_managers_developing_403326.pdf](#)

Nick / Chief Green,

Sharing this for your information and education. Using AI to analyze video is something that security and law enforcement should be looking at, if not already using.

I am sure there are ACLU implications to any kind of software of this nature as well.

A conversation that needs to be had / continued.

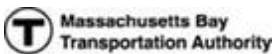
John

John R. Glennon

Chief Information Officer
Massachusetts Bay Transportation Authority
10 Park Plaza / Suite 8321
Boston, Ma 02116

Office - 617-222-1933

Email – johnrglennon@MBTA.com



From: Garofolo, Dana <Dana.Garofolo@gartner.com>
Sent: Thursday, June 20, 2019 7:15 AM
To: Glennon, John <johnrglennon@MBTA.com>
Subject: In-Vehicle Cameras/Procurement

John, hi there – MBTA procurement has a bid out for in-vehicle cameras for paratransit. I thought this research note might be of use.

Dana

Dana Garofolo
Gartner, Inc.
860-365-5171 (Office)
860-759-6761 (Cell)
dana.garofolo@gartner.com

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This email has been scanned by Proofpoint and contains no viruses or malware.

From: [Dionne, Robert \(DOT\)](#)
To: [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#); [Mulcahy, Sheila \(DOT\)](#)
Subject: FW: DOT - Active (Open) Req Details
Date: Thursday, June 20, 2019 7:02:34 AM
Attachments: [DOT - Active \(Open\) Requisition Detail.xlsx](#)

From: Oracle Business Intelligence
Sent: Thursday, June 20, 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: [Boyle, Christopher \(DOT\)](#)
To: [Deveney, Erin \(DOT\)](#)
Subject: Re: Information just sent to Ch 5's Kathy Curran
Date: Wednesday, June 19, 2019 5:12:05 PM

Thank you

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](tel:781-738-7286)



On Jun 19, 2019, at 3:56 PM, Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us> wrote:

FYI.

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

From: Goddard, Jacquelyn (DOT) [<mailto:jacquelyn.goddard@dot.state.ma.us>]
Sent: Wednesday, June 19, 2019 3:32 PM
To: Deveney, Erin (DOT); Lenicheck, Jonathan (DOT)
Cc: Garrity, Rob (DOT); Finlaw, Sarah (GOV); Riley, Judith (DOT)
Subject: Information just sent to Ch 5's Kathy Curran

Registrar,

Thanks for providing us information. This has been sent to Kathy Curran of Ch. 5.

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

From: Goddard, Jacquelyn (DOT)
Sent: Wednesday, June 19, 2019 3:29 PM
To: Curran, Kathy
Cc: Wells, Jon; Rothstein, Kevin
Subject: RE: House Bill 3102-RMV audit for ID theft

Kathy,

Please note in connection with your inquiry today the following comment and background information.

“The Massachusetts RMV has strict procedures in place to prevent credential fraud and adheres to federally and state mandated identification requirements for customers seeking credentials. The RMV will carefully review any final legislation.”

On background:

- All customers seeking a learner's permit, driver's license or ID from the Registry of Motor Vehicles are required to provide documents proving their U.S. citizenship or lawful presence in the United States, as well as a social security number, which is then verified through the Social Security Administration. These requirements apply to renewal customers as well and present additional opportunities to identify customers who have engaged in fraudulent practices in the past when the RMV did not have the current level of fraud detection and prevention tools available to it.
- The RMV electronically verifies those documents and customer information through federal and state systems, which include checks against several state and federal databases to confirm authenticity of documents. Additionally, the RMV uses document authentication technology to scan the security features of identification documents provided by applicants and facial recognition software to prevent fraud.
- The Registry's fraud prevention unit investigates suspicious incidents and cases of suspected fraud in collaboration with the Massachusetts State Police and federal law enforcement agencies.
- Based on the recommendation of the Department of Homeland Security, the Registry only accepts birth certificates from Puerto Rico if they were issued on or after July, 1, 2010.
- There are currently 25 jurisdictions participating in "state to state" and Puerto Rico is not presently participating.

From: "Curran, Kathy" <kcurran@hearst.com>
Date: June 19, 2019 at 11:51:51 AM EDT
To: Jacque Goddard <jacquelyn.goddard@dot.state.ma.us>
Cc: "Wells, Jon" <JWells2@hearst.com>, "Rothstein, Kevin" <krothstein@hearst.com>
Subject: House Bill 3102-RMV audit for ID theft
Hi Jacque,

I hope all is well. We're doing a story tonight on House bill 3102 which is for a third party audit of all of the licenses in the RMV database to weed out cases of identity theft.

This is tied to imposters using those identities to collect benefits they wouldn't qualify for and using them to help avoid police and prosecution.

Has the RMV ever done an audit like this? If so what were the results? Would the RMV welcome an audit? Has Puerto Rico signed on to the state to state program yet?

Thank you,
Kathy

Kathy Curran
5 Investigates
@kathyreports
781-433-4579

Sent from my iPhone

From: [Riley, Judith \(DOT\)](#)
To: [Lavoie, Sara \(DOT\)](#)
Cc: [Goddard, Jacquelyn \(DOT\)](#); [Palladino, Edward \(DOT\)](#); [Deveney, Erin \(DOT\)](#)
Subject: RE: 7 News Question
Date: Wednesday, June 19, 2019 4:55:34 PM

Hi Sara,

I am just circling back on this request.

Thanks,

Judi

From: Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>
Sent: Monday, June 17, 2019 4:58 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>; Finlaw, Sarah (GOV) <sarah.finlaw@MassMail.State.MA.US>
Subject: RE: 7 News Question

Judi-

I will have to defer to Sara on whether this metric is maintained. Please note that she had to attend a wake this evening and a response will be provided accordingly.

From: Riley, Judith (DOT)
Sent: Monday, June 17, 2019 4:50 PM
To: Deveney, Erin (DOT); Lavoie, Sara (DOT)
Cc: Goddard, Jacquelyn (DOT); Palladino, Edward (DOT); Finlaw, Sarah (GOV)
Subject: FW: 7 News Question

Hi Registrar and Sara,

Another question from Mary: "Does the RMV keep track of how many times correct and incorrect matches are made?"

Thanks,

Judi

From: Mary Schwager <mschwager@whdh.com>
Sent: Monday, June 17, 2019 3:27 PM
To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>
Cc: Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>

Subject: RE: 7 News Question

Thank you.

Does the RMV keep track of how many times correct and incorrect matches are made?

From: Riley, Judith Reardon (DOT) [<mailto:judith.reardon.riley@state.ma.us>]

Sent: Monday, June 17, 2019 3:14 PM

To: Mary Schwager <mschwager@whdh.com>

Cc: Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>

Subject: 7 News Question

Hi Mary,

Please find below responses to your additional questions.

Have any audits been done of the facial recognition system?

The Registry is not aware of any audits conducted specifically on the facial recognition program at the RMV.

And if the facial recognition system identifies someone incorrectly how does that get reported?

The facial recognition system identifies potential matches. Those matches are reviewed to determine a match exists and an individual has attempted to obtain credentials using multiple identities. If a match is identified, the RMV provides the individuals identified as the potential match the opportunity to prove their identity before any administrative sanctions are implemented by the RMV.

Thanks,

Judi

From: Mary Schwager <mschwager@whdh.com>

Sent: Wednesday, June 12, 2019 4:51 PM

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

Cc: Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>

Subject: RE: 7 News Question

Thank you.

Have any audits been done of the facial recognition system?

And if the facial recognition system identifies someone incorrectly how does that get reported?

From: Riley, Judith Reardon (DOT)
[<mailto:judith.reardon.riley@state.ma.us>]
Sent: Friday, June 7, 2019 7:57 PM
To: Mary Schwager <mschwager@whdh.com>
Cc: Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>
Subject: 7 News Question

Hi Mary,

Please find below and attached the requested information.

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). If law enforcement wishes to have an image processed through the RMV's facial recognition system, an official request needs to be submitted.

Thanks,

Judi

From: Mary Schwager
Sent: Tuesday, May 21, 2019 5:32 PM
To: Riley, Judith Reardon (DOT) <judith.reardon.riley@state.ma.us>
Cc: Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>;
Palladino, Edward (DOT) <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>
Cc: Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>;
Palladino, Edward (DOT) <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>
Date: May 21, 2019 at 3:29:06 PM EDT
To: "Riley, Judith Reardon (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

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>
Cc: Goddard, Jacquelyn (DOT)
<jacquelyn.goddard@state.ma.us>; Palladino, Edward (DOT)
<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>
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: [Goddard, Jacquelyn \(DOT\)](mailto:Goddard.Jacquelyn.DOT)
To: [Riley, Judith Reardon \(DOT\)](mailto:Riley.Judith.Reardon.DOT)
Subject: FW: House Bill 3102-RMV audit for ID theft
Date: Wednesday, June 19, 2019 4:04:00 PM

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

From: Curran, Kathy [<mailto:kcurran@hearst.com>]
Sent: Wednesday, June 19, 2019 3:42 PM
To: Goddard, Jacquelyn (DOT)
Cc: Wells, Jon; Rothstein, Kevin
Subject: RE: House Bill 3102-RMV audit for ID theft

Thank you.

Kathy Curran
Investigative Reporter- 5 Investigates
WCVB-TV
@KathyReports
(781)433-4579

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

From: Goddard, Jacquelyn (DOT) [<mailto:jacquelyn.goddard@state.ma.us>]
Sent: Wednesday, June 19, 2019 3:29 PM
To: Curran, Kathy <kcurran@hearst.com>
Cc: Wells, Jon <JWells2@hearst.com>; Rothstein, Kevin <krothstein@hearst.com>
Subject: RE: House Bill 3102-RMV audit for ID theft

Kathy,

Please note in connection with your inquiry today the following comment and background information.

“The Massachusetts RMV has strict procedures in place to prevent credential fraud and adheres to federally and state mandated identification requirements for customers seeking credentials. The RMV will carefully review any final legislation.”

On background:

- All customers seeking a learner's permit, driver's license or ID from the Registry of Motor Vehicles are required to provide documents proving their U.S. citizenship or lawful presence in the United States, as well as a social security number, which is then verified through the Social Security Administration. These requirements apply to renewal customers as well and present additional opportunities to identify customers who have engaged in fraudulent practices in the past when the RMV did not have the current level of fraud detection and prevention tools available to it.
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certificates from Puerto Rico if they were issued on or after July, 1, 2010.

- There are currently 25 jurisdictions participating in “state to state” and Puerto Rico is not presently participating.

From: "Curran, Kathy" <kcurran@hearst.com>
Date: June 19, 2019 at 11:51:51 AM EDT
To: Jacque Goddard <jacquelyn.goddard@dot.state.ma.us>
Cc: "Wells, Jon" <JWells2@hearst.com>, "Rothstein, Kevin" <krothstein@hearst.com>
Subject: House Bill 3102-RMV audit for ID theft Hi Jacque,

I hope all is well. We're doing a story tonight on House bill 3102 which is for a third party audit of all of the licenses in the RMV database to weed out cases of identity theft.

This is tied to imposters using those identities to collect benefits they wouldn't qualify for and using them to help avoid police and prosecution.

Has the RMV ever done an audit like this? If so what were the results? Would the RMV welcome an audit? Has Puerto Rico signed on to the state to state program yet?

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Kathy Curran
5 Investigates
@kathyreports
781-433-4579

Sent from my iPhone

From: [Deveney, Erin \(DOT\)](#)
To: [Lavoie, Sara \(DOT\)](#); [Boyle, Christopher \(DOT\)](#)
Subject: FW: Information just sent to Ch 5's Kathy Curran
Date: Wednesday, June 19, 2019 3:56:24 PM

FYI.

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

From: Goddard, Jacquelyn (DOT) [<mailto:jacquelyn.goddard@dot.state.ma.us>]
Sent: Wednesday, June 19, 2019 3:32 PM
To: Deveney, Erin (DOT); Lenicheck, Jonathan (DOT)
Cc: Garrity, Rob (DOT); Finlaw, Sarah (GOV); Riley, Judith (DOT)
Subject: Information just sent to Ch 5's Kathy Curran

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Kathy Curran
5 Investigates
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Kathy Curran
5 Investigates
@kathyreports
781-433-4579

Sent from my iPhone

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To: [Curran, Kathy](#)
Cc: [Wells, Jon](#); [Rothstein, Kevin](#)
Subject: RE: House Bill 3102-RMV audit for ID theft
Date: Wednesday, June 19, 2019 3:28:56 PM

Kathy,

Please note in connection with your inquiry today the following comment and background information.

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Date: June 19, 2019 at 11:51:51 AM EDT
To: Jacque Goddard <jacquelyn.goddard@dot.state.ma.us>
Cc: "Wells, Jon" <JWells2@hearst.com>, "Rothstein, Kevin" <krothstein@hearst.com>
Subject: House Bill 3102-RMV audit for ID theft
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Thank you,

Kathy

Kathy Curran
5 Investigates
@kathyreports
781-433-4579

Sent from my iPhone

From: [Macalino, Ed \(DOT\)](#)
To: Ed.Macalino@ey.com
Subject: AD Groups 3
Date: Wednesday, June 19, 2019 3:28:00 PM
Attachments: [06-19-2019_MDOT-ADGroups_03.csv](#)

Ed Macalino | Senior Consultant | Advisory Services | Technology Transformation

Ernst & Young, LLP
Mobile: +1 808-469-2125
Office: +1 404-541-7005 | ed.macalino@ey.com

From: [Goddard, Jacquelyn \(DOT\)](#)
To: [Finlaw, Sarah \(GOV\)](#); [Deveney, Erin \(DOT\)](#); [Goddard, Jacquelyn \(DOT\)](#)
Cc: [Garrity, Rob \(DOT\)](#); [Lavoie, Sara \(DOT\)](#); [Riley, Judith \(DOT\)](#)
Subject: RE: DRAFT comment: Ch 5 Kathy Curran questions-Fwd: House Bill 3102-RMV audit for ID theft
Date: Wednesday, June 19, 2019 3:24:48 PM

Thanks everyone.

From: Finlaw, Sarah (GOV) [mailto:sarah.finlaw@MassMail.State.MA.US]
Sent: Wednesday, June 19, 2019 3:17 PM
To: Deveney, Erin (DOT); Goddard, Jacquelyn (DOT)
Cc: Garrity, Rob (DOT); Lavoie, Sara (DOT); Riley, Judith Reardon (DOT)
Subject: RE: DRAFT comment: Ch 5 Kathy Curran questions-Fwd: House Bill 3102-RMV audit for ID theft

I would make the last sentence of the statement just this: The RMV will carefully review any final legislation

Otherwise, all set with me.

From: Deveney, Erin (DOT)
Sent: Wednesday, June 19, 2019 2:55 PM
To: Goddard, Jacquelyn (DOT)
Cc: Garrity, Rob (DOT); Finlaw, Sarah (GOV); Lavoie, Sara (DOT); Riley, Judith Reardon (DOT)
Subject: RE: DRAFT comment: Ch 5 Kathy Curran questions-Fwd: House Bill 3102-RMV audit for ID theft

Suggestion:

“The Massachusetts RMV has strict procedures in place to prevent credential fraud and adheres to federally and state mandated identification requirements for customers seeking credentials. The RMV will evaluate any legislation after it is passed by the Legislature and which would impact Registry transactions.”

If possible, also suggest consider modifying the first bullet point as follows:

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Other points are fine-thanks.

From: Goddard, Jacquelyn (DOT) [mailto:jacquelyn.goddard@dot.state.ma.us]
Sent: Wednesday, June 19, 2019 12:48 PM
To: Deveney, Erin (DOT)

Cc: Garrity, Rob (DOT); Finlaw, Sarah (GOV); Lavoie, Sara (DOT); Riley, Judith (DOT)
Subject: DRAFT comment: Ch 5 Kathy Curran questions-Fwd: House Bill 3102-RMV audit for ID theft

Registrar, please review this comment and offer edits as needed.

DRAFT at 12:45 pm

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- The Registry has provided the Legislature with no comment on the proposed House Bill 3102.
- There are currently 25 jurisdictions participating in “state to state” and Puerto Rico is not presently participating.



RMV answers to Ch. 5 questions.

Has the RMV ever done an audit like this?

No.

If so what were the results?

N/A.

Would the RMV welcome an audit?

The RMV does not comment on pending legislation.

Has Puerto Rico signed on to the state to state program yet?

There are 25 jurisdictions now participating in State 2 State. Puerto Rico is not presently participating.

From: "Curran, Kathy" <kcurran@hearst.com>
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To: Jacque Goddard <jacquelyn.goddard@dot.state.ma.us>
Cc: "Wells, Jon" <JWells2@hearst.com>, "Rothstein, Kevin" <krothstein@hearst.com>
Subject: **House Bill 3102-RMV audit for ID theft**

Hi Jacque,

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This is tied to imposters using those identities to collect benefits they wouldn't qualify for and using them to help avoid police and prosecution.

Has the RMV ever done an audit like this? If so what were the results? Would the RMV welcome an audit? Has Puerto Rico signed on to the state to state program yet?

Thank you,
Kathy

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To: Goddard, Jacquelyn (DOT)
Cc: Deveney, Erin (DOT); Lenicheck, Jonathan (DOT); Garrity, Rob (DOT); Riley, Judith (DOT); Sarah Finlaw
Subject: Re: ch 5 Kathy Curran questions-Fwd: House Bill 3102-RMV audit for ID theft

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On Jun 19, 2019, at 12:11 PM, Goddard, Jacquelyn (DOT)
<Jacquelyn.Goddard@dot.state.ma.us> wrote:

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Communications Office
Massachusetts Department of Transportation

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Ed Macalino | Senior Consultant | Advisory Services | Technology Transformation

Ernst & Young, LLP
Mobile: +1 808-469-2125
Office: +1 404-541-7005 | ed.macalino@ey.com

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To: Jacque Goddard <jacquelyn.goddard@dot.state.ma.us>
Cc: "Wells, Jon" <JWells2@hearst.com>, "Rothstein, Kevin" <krothstein@hearst.com>
Subject: **House Bill 3102-RMV audit for ID theft**

Hi Jacque,

I hope all is well. We're doing a story tonight on House bill 3102 which is for a third party audit of all of the licenses in the RMV

database to weed out cases of identity theft.

This is tied to imposters using those identities to collect benefits they wouldn't qualify for and using them to help avoid police and prosecution.

Has the RMV ever done an audit like this? If so what were the results? Would the RMV welcome an audit? Has Puerto Rico signed on to the state to state program yet?

Thank you,
Kathy

Kathy Curran
5 Investigates
@kathyreports
781-433-4579

Sent from my iPhone

From: [REDACTED]
Subject: FW: Facial rec
Date: Wednesday, June 19, 2019 2:40:19 PM
Attachments: [REDACTED]

Good Afternoon,

We received the below request for facial recognition. The requestor knew the identity provided was a stolen Puerto Rican ID ([REDACTED]). Facial rec returned the MA license/identity of the likely person ([REDACTED]).

Respectfully,

Brittany Chandler
[REDACTED]

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-----Original Message-----
From: Commonwealth Fusion Center (POL)
Sent: Wednesday, June 19, 2019 2:25 PM
To: [REDACTED]@tewksbury-ma.gov; [REDACTED]@tewksbury-ma.gov>
Subject: RE: Facial rec

Good Afternoon,


Facial recognition returned an MA license/identity of [REDACTED] - R1 attached.

Please directly contact the MSP Fraud Identification Unit with your original request at 857-368-9500.

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,

Brittany Chandler
[REDACTED]




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

From: @tewksbury-ma.gov <@tewksbury-ma.gov>
Sent: Wednesday, June 19, 2019 1:52 PM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Subject: Facial rec

Good afternoon,

I am looking to get a facial rec for the individual below



This identity above is stolen from Puerto Rico and I am looking to see if he ever held a separate license.

--
Detective Patrick Connor



From: [Crispin, Susan \(DOT\)](#)
To: [Ariely, Michael \(DOT\)](#); [Innes, Kevin \(DOT\)](#)
Subject: FW: MA DL [REDACTED]
Date: Wednesday, June 19, 2019 2:30:59 PM
Attachments: [image001.png](#)

Just FYI below. Looks like you already have a fraud case on [REDACTED]. The other S number had no image as he got recently cited here on a NJ license. I responded back with that info.

Susan Crispin
Program Coordinator
Motor Carrier Safety Improvement Act
CDL Unit/SPEXS/CDLIS Helpdesk Supervisor
MASSDOT/RMV
Driver Licensing
857-368-7263



From: [REDACTED]@mvc.nj.gov]
Sent: Wednesday, June 19, 2019 1:11 PM
To: Crispin, Susan (DOT)
Subject: MA DL [REDACTED]

Ms. Crispin,

I am an Investigator for the NJ Motor Vehicle Commission and am currently working on a case involving [REDACTED]. Our daily facial scrub revealed the same subject having at least 2 identities and MV records here in NJ. When I ran a 50 state [REDACTED] on the identities I found that both identities also have had Massachusetts records (see above numbers). [REDACTED] netted an image that matches both identities in [REDACTED] did not provide an image. The records do have the address of [REDACTED] in common. This individual may have had two records in your state also. Is there a way you can check to see if [REDACTED] has an image?

Thank you for any assistance in this matter.

Regards, [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[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 the reader of this message is not the intended recipient, you are hereby notified that any reading, dissemination, distribution, copying, or other use of this message or its attachment is prohibited. If you have received this email in error please notify the system manager. Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of the Motor Vehicle Commission. Finally, the recipient should check this email and any attachments for the presence of viruses. The NJ Motor Vehicle Commission accepts no liability for any damage caused by any virus transmitted by this email.

From: [Massachusetts State Police Records Management System](#)
To: [Boyle, Christopher \(POL\)](#)
Subject: ACISS Alert: INVESTIGATIVE REPORT Report awaiting approval!
Date: Wednesday, June 19, 2019 2:22:04 PM
Attachments: [CaseReport_2019-134-30_5.pdf](#)

From: ACISS (MSP)
Report 2019-134-30/5 (INVESTIGATIVE REPORT) was just sent for your approval.

From: [Commonwealth Fusion Center \(POL\)](#)
To: [Boyle, Christopher \(POL\)](#); [REDACTED]
Subject: Possible ID Fraud - [REDACTED]
Date: Wednesday, June 19, 2019 2:18:15 PM
Attachments: [REDACTED]

Good Afternoon, All -

Reference SharePoint Activity Log #: [REDACTED] please see below & attached submitted.

[REDACTED]

Respectfully,

[REDACTED]

From: Commonwealth Fusion Center (POL)
Sent: Wednesday, June 19, 2019 2:02 PM
To: [REDACTED] (POL)
Subject: Re: Suspect Mug Shot Image

Good Afternoon,

Facial Recognition on the attached photograph returned a *possible* match to the below named Massachusetts Driver's License or ID (see attached). CopLink FaceMatch performed on the same photograph *also* returned a possible match to the same party:

[REDACTED]

[Redacted]

[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 direct - (857) 368-9500.

Respectfully,

[Redacted]

From: [Redacted] (POL)
Sent: Wednesday, June 19, 2019 1:33 PM
To: Commonwealth Fusion Center (POL)
Subject: Fw: Suspect Mug Shot Image

Good afternoon,

[Redacted]

[REDACTED]

[REDACTED]

From: [REDACTED]@state.ma.us <[REDACTED]@state.ma.us>
Sent: Wednesday, June 19, 2019 1:23 PM
To: [REDACTED] (POL)
Subject: Suspect Mug Shot Image

Attached is the suspect image that you request. Please remember that this is law enforcement sensitive information and should not be transmit to unauthorized individuals.

From: [Commonwealth Fusion Center \(POL\)](#)

To: [REDACTED]

Subject: FW: FR Request

Date: Wednesday, June 19, 2019 2:07:31 PM

Attachments: [REDACTED]

Good Afternoon,

I received the below request for facial recognition from [REDACTED] with the US Dept of State. Upon running the images through facial recognition, I found two potential matches. It appears that the records have already been merged. Please find the attached fraud ID form and supporting documentation.

Respectfully,

[REDACTED]

[REDACTED]



From: [REDACTED]@state.gov>

Sent: Wednesday, June 19, 2019 1:33 PM

To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>

Subject: FR Request

Massachusetts Fusion Center,

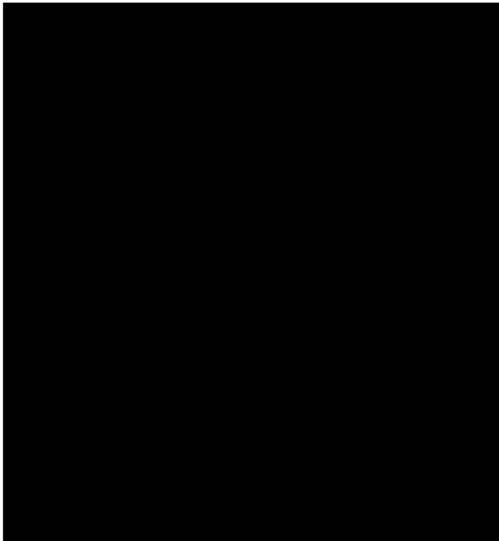
The Diplomatic Security Service has an open investigation for the following individual and is

actively seeking his true identity.

[REDACTED]

[REDACTED]

[REDACTED]



I have attached a photograph of the individual (SUBJECT) and respectfully request your assistance in conducting a facial recognition (FR) search. Please contact me with any questions and thank you for your assistance.

Respectfully,



Official - SBU
UNCLASSIFIED

Official - SBU (Sensitive-Law Enforcement)
UNCLASSIFIED

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From: [Walker, Stephen \(DOT\)](#)
To: [Boyle, Christopher \(DOT\)](#)
Subject: Springfield report
Date: Wednesday, June 19, 2019 10:34:05 AM
Attachments: [CASE 2018-134-5499-0059 \(REVISED 1\).dotx](#)

From: [Jessen, Klark \(DOT\)](#)
To: [Jessen, Klark \(DOT\)](#)
Subject: MassDOT Daily Online Articles Wednesday June 19, 2019.docx
Date: Wednesday, June 19, 2019 10:17:24 AM
Attachments: [MassDOT Daily Online Articles Wednesday June 19, 2019.docx](#)

Today's MassDOT News.

Klark

From: [Hunter, David \(DOT\)](#)
To: [John, Samuel \(DOT\)](#)
Subject: Inventory of RMV apps/software
Date: Wednesday, June 19, 2019 10:15:38 AM
Attachments: [RMV Apps and Software from CMDB.xlsx](#)

Sam:

Attached is a list of what is in ServiceNow's CMDB for RMV Software/apps.

I can't say with any certainty which ones will still be around after Phase 2 of Fast goes live, with the exception of FileNet, CDS, IVR, Q-Flow.

You mentioned that you would be asking Anu. Perhaps you could give her this list so that she can have someone from the Atlas team go through it and indicate which apps are left after P2 goes in.

Dave.

From: [Deveney, Erin \(DOT\)](#)
To: [Lavoie, Sara \(DOT\)](#)
Subject: RE: Registration Reminder! AAMVA Fraud Awareness Call Agenda: Thursday June 20 @ 12:00pm CST - IMPORTANT NEW CALLING INSTRUCTIONS.
Date: Wednesday, June 19, 2019 9:48:33 AM

Great! I have it on my calendar and will try to join you in Boston.

From: Lavoie, Sara (DOT)
Sent: Wednesday, June 19, 2019 9:48 AM
To: Deveney, Erin (DOT)
Subject: Re: Registration Reminder! AAMVA Fraud Awareness Call Agenda: Thursday June 20 @ 12:00pm CST - IMPORTANT NEW CALLING INSTRUCTIONS.

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Sent: Wednesday, June 19, 2019 8:55 AM
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AAMVA

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AAMVA Fraud Awareness Call

Agenda

June 20, 2019

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* Manufacturer Statement of Origin (MSO) Fraud. National Title Fraud Case Review

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* MSO Fraud. Jurisdictional Case Reviews

Ed Broyles, Chief, Florida Bureau of Motorist Services Support Email: edbroyles@flhsmv.gov Phone: 850.617.3174

Crystal Caldwell, Supervisor, Virginia DMV Law Enforcement Email: crystal.caldwell@dmv.virginia.gov Phone: 804.840.8520

* State-to-State (S2S) Identity Fraud Investigation; Active Case Review

Aron Liebe, Investigator, Iowa DOT Bureau of Investigation & Identity Protection Email: aron.liebe@iowadot.us Phone: 515.571.2145

* Online Duplicate License and Identification Card Fraud. Widespread identity crimes involving the fraudulent use of personal identifying information to apply for duplicate licenses and identification cards through DMV online services.

Paul Steier, AAMVA

*** NMVTIS (National Motor Vehicle Title Information System) Updates -**

AAMVA - Vivienne Cameron

Email: vcameron@aamva.org Phone: 703.908.8261

*** AAMVA ID Document and Fraud Alert SharePoint Site Updates -**

AAMVA – Denise Hanchulak

Email: dhanchulak@aamva.org Phone: 703.908.5767

*** AAMVA Fraud Detection & Remediation (FDR) Training Program**

updates – AAMVA – Steven Sebestyen

Email: ssebestyen@aamva.org Phone: 262.527.9983

[Fraud Detection and Remediation \(FDR\)](#) e-learning, our most widely-accessed voluntary program.

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Investigator and Fraud Integration, and the Fraud Detection & Remediation (FDR) -

May: DMV Investigator & Successful Prosecution Partnerships

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- April: How You Can Help in the Fight Against Human Trafficking

IAATI (International Association of Auto Theft Investigators)-

<https://www.iaati.org/>

- 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/>

Open Discussion

Next AAMVA Fraud Awareness Calls

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 | 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: [Lavoie, Sara \(DOT\)](#)
To: [Deveney, Erin \(DOT\)](#)
Subject: Re: Registration Reminder! AAMVA Fraud Awareness Call Agenda: Thursday June 20 @ 12:00pm CST - IMPORTANT NEW CALLING INSTRUCTIONS.
Date: Wednesday, June 19, 2019 9:47:52 AM

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Investigator and Fraud Integration, and the Fraud Detection & Remediation (FDR) -
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2016

- December: NY DMV Underage Drinking Stings: A Jurisdiction Program Showcase -
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IAATI (International Association of Auto Theft Investigators)-

<https://www.iaati.org/>

- 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/>

Open Discussion

Next AAMVA Fraud Awareness Calls

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 | 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: [Deveney, Erin \(DOT\)](#)
To: [Lavoie, Sara \(DOT\)](#)
Subject: FW: Registration Reminder! AAMVA Fraud Awareness Call Agenda: Thursday June 20 @ 12:00pm CST - IMPORTANT NEW CALLING INSTRUCTIONS.
Date: Wednesday, June 19, 2019 9:44:53 AM

Let me know if you can do this call-see the last bullet under the investigative resources case updates. If you can't do it, just let me know and I will.

From: Steier, Paul [mailto:PSteier@aamva.org]
Sent: Wednesday, June 19, 2019 8:55 AM
Subject: Registration Reminder! AAMVA Fraud Awareness Call Agenda: Thursday June 20 @ 12:00pm CST - IMPORTANT NEW CALLING INSTRUCTIONS.
Importance: High

Hello,

A reminder that for the AAMVA Fraud Awareness Call scheduled for Thursday June 20th, you must register at the link below to receive the calling instructions. This call will be in the format of a webinar. Thanks.

Paul Steier
AAMVA

<https://attendee.gotowebinar.com/register/221312298293773570>

Our next fraud awareness call is scheduled for *Thursday June 20 @ 12:00 pm CST*. The agenda is listed below. This call will be in the format of a webinar and you are asked to click the link below to register in order to obtain calling instructions. After registering, you will receive a confirmation email containing the phone number and call ID. After logging in for the call you will receive an audio pin that you must enter to allow you to speak and be heard during the call. All participants will be placed on mute while the presenter is speaking.

Please register for the AAMVA Fraud Awareness Call on Jun 20, 2019 at:

<https://attendee.gotowebinar.com/register/221312298293773570>

AAMVA Fraud Awareness Call Agenda June 20, 2019

Investigative Resources and Case Updates

* Manufacturer Statement of Origin (MSO) Fraud. National Title Fraud Case Review
Herb Price, Special Agent, National Insurance Crime Bureau Email: jprice@nicb.org
Phone: 847.544.7889

* MSO Fraud. Jurisdictional Case Reviews

Ed Broyles, Chief, Florida Bureau of Motorist Services Support Email:
edbroyles@flhsmv.gov Phone: 850.617.3174

Crystal Caldwell, Supervisor, Virginia DMV Law Enforcement Email:
crystal.caldwell@dmv.virginia.gov Phone: 804.840.8520

* State-to-State (S2S) Identity Fraud Investigation; Active Case Review
Aron Liebe, Investigator, Iowa DOT Bureau of Investigation & Identity Protection Email:
aron.liebe@iowadot.us Phone: 515.571.2145

* Online Duplicate License and Identification Card Fraud. Widespread identity crimes involving the fraudulent use of personal identifying information to apply for duplicate licenses and identification cards through DMV online services.
Paul Steier, AAMVA

* **NMVTIS (National Motor Vehicle Title Information System) Updates - AAMVA - Vivienne Cameron**
Email: vcameron@aamva.org Phone: 703.908.8261

* **AAMVA ID Document and Fraud Alert SharePoint Site Updates - AAMVA – Denise Hanchulak**
Email: dhanchulak@aamva.org Phone: 703.908.5767

* **AAMVA Fraud Detection & Remediation (FDR) Training Program updates – AAMVA – Steven Sebestyen**
Email: 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.)

- 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
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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, June 19, 2019 7:02:12 AM
Attachments: [DOT - Active \(Open\) Requisition Detail.xlsx](#)

From: Oracle Business Intelligence
Sent: Wednesday, June 19, 2019 7:00:55 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: Tuesday, June 18, 2019 5:13:59 PM

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- A reporter with this outlet today received records related to Automatic License Plate Readers a result of a Public Records Request. These records include an MOU with MSP as well as purchase records from 2013.
- At 4: 15 p.m., a columnist asked about the Encore Casino payment to subsidize the Orange Line and the payment by Catamount Management, which is developing the former Hood Milk plant in Charlestown, to subsidize Orange Line operations. A comment to this writer is pending.

CAPITAL INVESTMENT PLAN

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COMMONWEALTH MAGAZINE AND CNHI

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option of selecting a ‘non-binary’ marker and the Registry will phase in the new marker.
On background:

- The Commonwealth is in the process of testing the technology needed to offer the “non-binary” designation to customers.
- The RMV currently allows customers to select M or F on the driver's license or ID card without providing proof of that gender.
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WHDH

- Reporter Mary Schwager asked the following additional question regarding the Registry's use of facial recognition: “Does the RMV keep track of how many times correct and

incorrect matches are made?” This request is pending.

- A reporter asked for the driving record for a Massachusetts resident late this afternoon. This request is pending.

TAUNTON DAILY GAZETTE

- A reporter asked for information on the following two construction projects: 1) Route 44 overpass that crosses Route 24 in Raynham; and 2) Route 140 over Route 24 in Taunton. He is writing one story that will include information on both projects to give individuals traveling in these areas some helpful details on the projects. This request is pending.
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 - The East Taunton Station is located between the tracks--in the middle of the tracks at this site.
 - All the other Phase 1 stations are side platform. They are parallel to the single track at the station.
 - Internally, we refer to the drop off area as a Kiss and Ride. At many stations, people are driven to the station, as opposed to driving and parking. The Kiss and Ride area is usually near the Transition Plaza, which is where feeder buses leave train passengers and others proceed to access the platform.
 - The station can accommodate 501 cars. We continue to evaluate parking needs.
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 - With respect to the East Taunton station location, Freetown is fairly close. For commuters who miss a train from East Taunton, most will head in the other direction--toward Middleboro. That said, there are many developers in the region that are looking at economic development opportunities stemming from the rail connection. That would include Churchill and Banks of the Riverfront Park site in Assonet.

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From: [Riley, Judith \(DOT\)](#)
To: [Goddard, Jacquelyn \(DOT\)](#)
Subject: MassDOT EOD Updated with SCR
Date: Tuesday, June 18, 2019 5:11:25 PM

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From: [Goddard, Jacquelyn \(DOT\)](#)
To: [Riley, Judith \(DOT\)](#)
Subject: RE: MassDOT EOD
Date: Tuesday, June 18, 2019 5:05:00 PM

Please send out. Thanks

From: Riley, Judith (DOT)
Sent: Tuesday, June 18, 2019 5:05 PM
To: Goddard, Jacquelyn (DOT)
Subject: MassDOT EOD

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WHDH

- Reporter Mary Schwager asked the following additional question regarding the Registry's use of facial recognition: “Does the RMV keep track of how many times correct and incorrect matches are made?” This request is pending.

- A reporter asked for the driving record for a Massachusetts resident late this afternoon. This request is pending.

TAUNTON DAILY GAZETTE

- A reporter asked for information on the following two construction projects: 1) Route 44 overpass that crosses Route 24 in Raynham; and 2) Route 140 over Route 24 in Taunton. He is writing one story that will include information on both projects to give individuals traveling in these areas some helpful details on the projects. This request is pending.
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WATERTOWN NEWS

- A reporter with this outlet asked for information on the new RMV Service Center in Watertown. He asked, "I am writing a story on the new location of the RMV in the Watertown Mall. I was hoping to get information about what is different from the previous location in the mall. Is it bigger? Will it be able to handle more customers? Are there new features? Do you have statistics on the number of people coming through the RMV in Watertown? What area does that serve?" This request is pending.

From: [Riley, Judith \(DOT\)](#)
To: [Goddard, Jacquelyn \(DOT\)](#)
Subject: MassDOT EOD
Date: Tuesday, June 18, 2019 4:50:58 PM

BOSTON GLOBE

- A reporter with this outlet today received records related to Automatic License Plate Readers a result of a Public Records Request. These records include an MOU with MSP as well as purchase records from 2013.
- At 4: 15 p.m., a columnist asked about the Encore Casino payment to subsidize the Orange Line and the payment by Catamount Management, which is developing the former Hood Milk plant in Charlestown, to subsidize Orange Line operations. A comment to this writer is pending.

CAPITAL INVESTMENT PLAN

- MassDOT contacted numerous media outlets directly to ensure they received the release distributed yesterday regarding the adoption of the latest five-year Capital Investment Plan. Media outlets contacted and pitched on this topic included the Boston Globe, Boston Herald, Metro Boston, Commonwealth Magazine, Masslive, Boston Business Journal, WGBH, WBUR, the Patriot Ledger, Worcester Telegram and Gazette, Lowell Sun, WWLP, Western Mass News, Eagle Tribune, Somerville Times, Medford Transcript, MetroWest Daily News, Bulletin Newspapers, and Boston.com.
- The Eagle-Tribune requested details on Commuter Rail investments included in the CIP. MassDOT forwarded this outlet specifics on Commuter Rail investments.

COMMONWEALTH MAGAZINE AND CNHI

- Reporters with these outlets requested information regarding the I-93 southbound HOV lane and the ongoing Tobin Bridge/Chelsea Viaduct Rehabilitation Project. These reporters were told that MassDOT's construction season (for all roadway construction) typically takes place each year between April and November. MassDOT is committed to reducing the duration and impact of the Tobin Bridge/Chelsea Viaduct Rehabilitation Project, and depending upon weather conditions such as snow and ice, intends to maintain the work zone and lane closures throughout the winter to allow crews to conduct work operations. MassDOT would also continue mitigation measures including increased public transit options and HOV lane access for all vehicles (assuming this option continues after the evaluation of travel time data) while the work zone is in place during the winter months.

THE PATRIOT LEDGER

- A reporter requested information regarding adaptive signals being installed on Route 37 in Braintree. The reporter asked if these signals were the first of their kind in the Commonwealth. MassDOT advised the reporter that this technology is relatively new but is being utilized at other locations throughout Massachusetts.

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- A reporter requested details on the Chapter 90 funding formula. The reporter was given a slide from a recent public presentation on this topic.

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- This outlet requested information regarding traffic impacts on I-91 near exit 27 for ongoing construction work. MassDOT provided details including current and future impacts and recommended detour routes.

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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 18 Final Draft
Date: Tuesday, June 18, 2019 4:39:20 PM

BOSTON GLOBE

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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 June 18 First Draft
Date: Tuesday, June 18, 2019 4:22:25 PM

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2022 to the end of 2023. This request is pending.

From: [McCollem, Steve \(DOT\)](#)
To: [Smirnov, Vladimir \(ATLAS\)](#)
Subject: SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)
Date: Tuesday, June 18, 2019 11:58:56 AM

Hi Vlad,

I used SA1120160 on this record. Please let me know the next steps.

-Steve

SQR 8376: Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields

Low (Level 4) Production Support Correction SQR for Interface raised from MA RMV Production by goyettew on Jun 11, 2019, Contact Person MR.winklerb.

PS - Test in MRS and assigned to MR.smccollem.

FCR solution number(s) are 5445.

Logs

Created by MR.Billy Goyette on Jun 11, 2019 8:08:42 PM

BusinessObject : MR_naMor.MR_naMorNpr
Environment : MRP
User : batch
DbUser :
RfrUser :
Machine : DOT-MAP-CHE-P05
Origin : StandAlone
Step : Set Folio Document Fields
RunDate : 6/11/2019
Access :
Status : 0
Timer : 2019-06-11 01746-96
Server :

ErrText

=====
System.Exception: IN gaEpr.gaEprPrc AT STAGE: Reset Isolation Level
---> System.Exception: IN gaEpr.gaEprRun AT STAGE: Execute method invoked
---> System.Exception: IN MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields


```
---> System.Exception: No IDs found for Customer Key: 827068480 and ID Types:
SNUM,CNVSNU,DATSNU
at MR.MR_agIss.MR_agIssCid.GetID(String pstrIDTypes, Boolean pblnForceID)
at MR.MR_agIss.MR_agIssCid.get_SNumber()
at MR.MR_naMor.MR_naMorNpr.Execute(Int32 plngInterfaceKey, Int32
plngActivityKey, String pstrInterfaceType, String pstrClientDocumentID, String
pstrFolioID, Boolean& pblnSuccessful)
--- End of inner exception stack trace ---
at Fast.ggBom.ggBomBas.ExecuteMessageInternal(ggMsgObj& pMsg, Boolean
pblnForceTransaction)
at Fast.ggBom.ggBomBas.ExecuteMessage(ggMsgObj& pMsg)
at Fast.gaEpr.gaEprRun.Execute(Int32 plngQueueKey, Int32 plngVer, Int32 plngVerLast,
String pstrKey, String pstrEvent, String pstrSource, String pstrDestination, DateTime
pdtmQueued, Int32 plngDeleted, DateTime pdtmIntervention, DateTime pdtmHoldTill,
Int16 pintAttempts, Int32 plngCustomerKey, Int32 plngAccountKey, String pstrSourceQ,
String pstrSuccessCriteria, String pstrData, Int64 pi64DeferredMessageGroupKey)
--- End of inner exception stack trace ---
at Fast.ggBom.ggBomBas.ExecuteMessageInternal(ggMsgObj& pMsg, Boolean
pblnForceTransaction)
at Fast.ggBom.ggBomBas.ExecuteMessageForceTransaction(ggMsgObj& pMsg)
at Fast.gaEpr.gaEprPrc.Execute_gaEprRun(Boolean pblnForceTransaction, Int32
plngQueueKey, Int32 plngVer, Int32 plngVerLast, String pstrKey, String pstrEvent, String
pstrSource, String pstrDestination, DateTime pdtmQueued, Int32 plngDeleted, DateTime
pdtmIntervention, DateTime pdtmHoldTill, Int16 pintAttempts, Int32 plngCustomerKey,
Int32 plngAccountKey, String pstrSourceQ, String pstrSuccessCriteria, String pstrData,
Int64 pi64DeferredMessageGroupKey)
at Fast.gaEpr.gaEprPrc.Execute(Int32 plngQueueKey, String pstrEvent)
--- End of inner exception stack trace ---
at Fast.ggBom.ggBomBas.ExecuteMessageInternal(ggMsgObj& pMsg, Boolean
pblnForceTransaction)
at Fast.ggBom.ggBomBas.ExecuteMessage(ggMsgObj& pMsg)
at Fast.ggBom.ggBomBas.RootExecute(Int32 plngRootKey, ggMsgObj& pMsg,
ggLbiMsx& pMsx)
```

Log Text

```
=====
[plngInterfaceKey=1146912160] [plngActivityKey=28103048]
[pstrInterfaceType=MORPHOnonprd] [pstrClientDocumentID=11f6b30a-2505-4c7a-8c8e-
d77f00c76569] [pstrFolioID=28103048.20190611001339] [pblnSuccessful=False]
```

Type changed from Production Support Change to Production Support Correction by MR.Billy Goyette on Jun 11, 2019 8:08:46 PM

Status changed from PS - Submitted to PS - Prioritize by MR.Billy Goyette on Jun 11, 2019 8:08:50 PM

Status changed from PS - Prioritize to PS - Assigned by MR.Billy Goyette on Jun 11, 2019 8:08:53 PM

Assigned to MR.Brian Winkler by MR.Billy Goyette on Jun 11, 2019 8:09:00 PM

Email sent to unassigned <Brian.Winkler@dot.state.ma.us> by MR.goyettew on Jun 11, 2019 8:18:47 PM Jun 11, 2019 8:18:47 PM

To: Brian.Winkler@dot.state.ma.us

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Sorry, this might be invalid - Didn't realize the time stamps were from the midnight , not today's nightly.

Priority changed from Needs Prioritization to Low (Level 4) by MR.Brian Winkler on Jun 12, 2019 7:43:06 AM

Assigned to MR.Vladimir Smirnov by MR.Brian Winkler on Jun 12, 2019 7:43:15 AM

Developer changed to MR.Vladimir Smirnov by MR.Brian Winkler on Jun 12, 2019 7:43:20 AM

Status changed from PS - Assigned to PS - In Progress by MR.Vladimir Smirnov on Jun 13, 2019 8:51:48 AM

Manager changed to MR.Vladimir Smirnov by MR.Vladimir Smirnov on Jun 13, 2019 8:52:36 AM

Status changed from PS - In Progress to PS - Test in MRT by MR.Vladimir Smirnov on Jun 13, 2019 1:39:35 PM

Status changed from PS - Test in MRT to PS - Migrate to MRS by MR.Vladimir Smirnov on Jun 13, 2019 1:39:39 PM

Comment by MR.Vladimir Smirnov on Jun 14, 2019 1:18:29 PM

This change should fix the intervention received when trying to send Idemia a Non-Production Photo (for Facial Recognition) without having an active Customer Level S-Number. This scenario isn't very common but we want ALL images to go through FR to prevent fraud.

To Test:

- Create a new Customer with a Driver Account and issue them a permit
- On the Customer springboard navigate to the "Ids" tab
- Click on the S-Number that has a blank space under the "Account Type" and "Account" columns
- Click on the "Valid" header link
- Click "Yes" to inactivate the ID when the modal window comes up
- Send me the S-Number and I will send the Non-Production record to Idemia
- If the change was successful then we shouldn't see an intervention
- We can also go into Issuance 360 (the Idemia software Enforcement Services use to review FR hits) and verify that the record made it over successfully

NOTE: You should also be able to inactivate all of the S-Numbers on the Customer and

receive the same result.

Status changed from PS - Migrate to MRS to PS - Test in MRS by MR.Vladimir Smirnov on Jun 14, 2019 1:20:13 PM

Assigned to MR.Steve McCollem by MR.Vladimir Smirnov on Jun 14, 2019 1:20:13 PM

FYI: No need for a DL/ID Workstation on this one.

Email sent to Vladimir Smirnov <Vladimir.Smirnov@MassMail.State.MA.US> by MR.smccollem on Jun 18, 2019 11:58:46 AM Jun 18, 2019 11:58:46 AM

To: Vladimir.Smirnov@MassMail.State.MA.US

SQR 8376: Email (Nightly - Morpho Non-Production Intervention - MR_naMor.MR_naMorNpr AT STAGE: Set Folio Document Fields)

Hi Vlad,

I used SA1120160 on this record. Please let me know the next steps.

-Steve

From: [Bamonte, Matthew \(DOT\)](#)
To: [Kelley, Joseph \(DOT\)](#)
Subject: FW: FTE CAP vs Current FTE Report as of
Date: Monday, June 17, 2019 10:43:00 AM
Attachments: [CAP vs Actuals vs In-Process Report 6-17-19.xlsx](#)
[image002.png](#)
[Staffing health master 8 16 18.xlsx](#)

Joe,

The file you sent over the other day had us at 2,409.

Matt

From: Dionne, Robert (DOT)
Sent: Monday, June 17, 2019 10:16 AM
To: Spengler, Mark (DOT); Constantine, Rashida (DOT); Johnson, Selina (DOT); Mountain, Christine A. (DOT); Kelley, Joseph (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

Good Morning Everyone,

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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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.

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: [Massachusetts State Police Records Management System](#)
To: [Boyle, Christopher \(POL\)](#)
Subject: ACISS Alert: ASSISTANCE RENDERED Report awaiting approval!
Date: Monday, June 17, 2019 10:28:30 AM
Attachments: [CaseReport_2019-134-61_6.pdf](#)

From: ACISS (MSP)
Report 2019-134-61/6 (ASSISTANCE RENDERED) was just sent for your approval.

From: [Dionne, Robert \(DOT\)](#)
To: [Spengler, Mark \(DOT\)](#); [Constantine, Rashida \(DOT\)](#); [Johnson, Selina \(DOT\)](#); [Mountain, Christine A. \(DOT\)](#); [Kelley, Joseph \(DOT\)](#)
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
Date: Monday, June 17, 2019 10:16:34 AM
Attachments: [CAP vs Actuals vs In-Process Report 6-17-19.xlsx](#)
[image002.png](#)

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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.

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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Human Resources Business Intelligence Interim Manager
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From: [Riley, Judith \(DOT\)](#)
To: [Finlaw, Sarah \(GOV\)](#)
Cc: [Goddard, Jacquelyn \(DOT\)](#); [Deveney, Erin \(DOT\)](#); [Garrity, Rob \(DOT\)](#)
Subject: 7 News Question
Date: Friday, June 14, 2019 5:26:38 PM

Hi Sarah,

I am not sure. Mary has not indicated that she is working on a specific case. She has been asking general questions. Please see below.

Questions and answers/draft answers to date:

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

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.

What company makes the software? Do police use it as well?

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.

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?

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). If law enforcement wishes to have an image processed through the RMV's facial recognition system, an official request needs to be submitted.

Mary received the requested contract documents and a copy of the form that is used by law enforcement to facilitate a facial recognition request.

Have any audits been done of the facial recognition system?

Draft response: The Registry is not aware of any audits conducted specifically on the facial recognition program at the RMV.

And if the facial recognition system identifies someone incorrectly how does that get reported?

Draft response: The facial recognition system identifies potential matches. Those matches are reviewed to determine a match exists and an individual has attempted to obtain credentials using multiple identities. If a match is identified, the RMV provides the individuals identified as the potential match the opportunity to prove their identity before any administrative sanctions are implemented by the RMV.

Thanks,

Judi

From: Finlaw, Sarah (GOV) <sarah.finlaw@MassMail.State.MA.US>
Sent: Friday, June 14, 2019 5:15 PM
To: Riley, Judith Reardon (DOT) <judith.reardon.riley@state.ma.us>
Cc: Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>; Deveney, Erin (DOT) <erin.deveney@state.ma.us>
Subject: RE: 7 News Question

Does she have a specific person's case that she's working on?

From: Riley, Judith Reardon (DOT)
Sent: Friday, June 14, 2019 5:04 PM
To: Finlaw, Sarah (GOV)
Cc: Goddard, Jacquelyn (DOT); Deveney, Erin (DOT)
Subject: FW: 7 News Question

Hi Sarah,

Please find below Mary Schwager's recent questions on facial recognition and the responses drafted by the RMV. Is it okay to send this information to Mary?

Draft 5:02 p.m.

Have any audits been done of the facial recognition system?

The Registry is not aware of any audits conducted specifically on the facial recognition program at the RMV.

And if the facial recognition system identifies someone incorrectly how does that get reported?

The facial recognition system identifies potential matches. Those matches are reviewed to

determine a match exists and an individual has attempted to obtain credentials using multiple identities. If a match is identified, the RMV provides the individuals identified as the potential match the opportunity to prove their identity before any administrative sanctions are implemented by the RMV.

Thanks,

Judi

From: Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>
Sent: Friday, June 14, 2019 4:48 PM
To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>
Cc: Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>; Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>; Palladino, Edward (DOT) <Edward.Palladino@dot.state.ma.us>
Subject: Re: 7 News Question

Yes.

Sent from my iPhone

On Jun 14, 2019, at 4:47 PM, Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us> wrote:

Hi Registrar,

Thank you very much. Is it okay to send this information to Mary?

Judi

From: Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>
Sent: Friday, June 14, 2019 4:31 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

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Sent: Thursday, June 13, 2019 11:35 AM
To: Deveney, Erin (DOT) <Erin.Deveney@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: 7 News Question

Hi Registrar and Sara,

Mary Schwager has two follow-up question on facial recognition. Would you please help?

Thank you very much.

Judi

From: Mary Schwager <mschwager@whdh.com>
Sent: Wednesday, June 12, 2019 4:51 PM
To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>
Cc: Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>
Subject: RE: 7 News Question

Thank you.

Have any audits been done of the facial recognition system?

And if the facial recognition system identifies someone incorrectly how does that get reported?

From: Riley, Judith Reardon (DOT)
<<mailto:judith.reardon.riley@state.ma.us>>
Sent: Friday, June 7, 2019 7:57 PM
To: Mary Schwager <mschwager@whdh.com>
Cc: Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>
Subject: 7 News Question

Hi Mary,

Please find below and attached the requested information.

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). If law enforcement wishes to have an image processed through the RMV's facial recognition system, an official request needs to be submitted.

Thanks,

Judi

From: Mary Schwager
Sent: Tuesday, May 21, 2019 5:32 PM
To: Riley, Judith Reardon (DOT) <judith.reardon.riley@state.ma.us>
Cc: Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>; Palladino, Edward (DOT) <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>
Cc: Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>; Palladino, Edward (DOT) <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>
Date: May 21, 2019 at 3:29:06 PM EDT
To: "Riley, Judith Reardon (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

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>
Cc: Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>; Palladino, Edward (DOT) <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>
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: [Riley, Judith \(DOT\)](#)
To: [Finlaw, Sarah \(GOV\)](#)
Cc: [Goddard, Jacquelyn \(DOT\)](#); [Deveney, Erin \(DOT\)](#)
Subject: FW: 7 News Question
Date: Friday, June 14, 2019 5:03:52 PM

Hi Sarah,

Please find below Mary Schwager's recent questions on facial recognition and the responses drafted by the RMV. Is it okay to send this information to Mary?

Draft 5:02 p.m.

Have any audits been done of the facial recognition system?

The Registry is not aware of any audits conducted specifically on the facial recognition program at the RMV.

And if the facial recognition system identifies someone incorrectly how does that get reported?

The facial recognition system identifies potential matches. Those matches are reviewed to determine a match exists and an individual has attempted to obtain credentials using multiple identities. If a match is identified, the RMV provides the individuals identified as the potential match the opportunity to prove their identity before any administrative sanctions are implemented by the RMV.

Thanks,

Judi

From: Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>
Sent: Friday, June 14, 2019 4:48 PM
To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>
Cc: Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>; Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>; Palladino, Edward (DOT) <Edward.Palladino@dot.state.ma.us>
Subject: Re: 7 News Question

Yes.

Sent from my iPhone

On Jun 14, 2019, at 4:47 PM, Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us> wrote:

Hi Registrar,

Thank you very much. Is it okay to send this information to Mary?

Judi

From: Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>
Sent: Friday, June 14, 2019 4:31 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>
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Sent: Thursday, June 13, 2019 11:35 AM
To: Deveney, Erin (DOT) <Erin.Deveney@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: 7 News Question

Hi Registrar and Sara,

Mary Schwager has two follow-up question on facial recognition. Would you please help?

Thank you very much.

Judi

From: Mary Schwager <mschwager@whdh.com>
Sent: Wednesday, June 12, 2019 4:51 PM

To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>
Cc: Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>
Subject: RE: 7 News Question

Thank you.

Have any audits been done of the facial recognition system?

And if the facial recognition system identifies someone incorrectly how does that get reported?

From: Riley, Judith Reardon (DOT)
[<mailto:judith.reardon.riley@state.ma.us>]
Sent: Friday, June 7, 2019 7:57 PM
To: Mary Schwager <mschwager@whdh.com>
Cc: Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>
Subject: 7 News Question

Hi Mary,

Please find below and attached the requested information.

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Thanks,

Judi

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

Thanks so much.

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

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[<mailto:judith.reardon.riley@state.ma.us>]
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Palladino, Edward (DOT) <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>
Date: May 21, 2019 at 3:29:06 PM EDT
To: "Riley, Judith Reardon (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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Thank you.

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Do police use it as well?

Best,

Mary

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Thanks,

Judi

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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: [Goddard, Jacquelyn \(DOT\)](#)
To: [Riley, Judith \(DOT\)](#)
Subject: Re: 7 News Question
Date: Friday, June 14, 2019 5:00:06 PM

Good. Please send Sarah

Jacquelyn Goddard
Communications Office
Massachusetts Department of Transportation

On Jun 14, 2019, at 4:59 PM, Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us> wrote:

Updated draft 4:58 p.m.

Have any audits been done of the facial recognition system?

The Registry is not aware of any audits conducted specifically on the facial recognition program at the RMV.

And if the facial recognition system identifies someone incorrectly how does that get reported?

The facial recognition system identifies potential matches. Those matches are reviewed to determine a match exists and an individual has attempted to obtain credentials using multiple identities. If a match is identified, the RMV provides the individuals identified as the potential match the opportunity to prove their identity before any administrative sanctions are implemented by the RMV.

From: Riley, Judith (DOT)
Sent: Friday, June 14, 2019 4:53 PM
To: Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>
Subject: FW: 7 News Question

Hi Jacque,

Are you okay with this information being sent to Mary?

Draft 4:52 p.m.

Have any audits been done of the facial recognition system?

I am not aware of any audits conducted specifically on the facial recognition program at

the RMV.

And if the facial recognition system identifies someone incorrectly how does that get reported?

The facial recognition system identifies potential matches. Those matches are reviewed to determine a match exists and an individual has attempted to obtain credentials using multiple identities. If a match is identified, the RMV provides the individuals identified as the potential match the opportunity to prove their identity before any administrative sanctions are implemented by the RMV.

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Sent: Friday, June 14, 2019 4:48 PM
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Cc: Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>; Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>; Palladino, Edward (DOT) <Edward.Palladino@dot.state.ma.us>
Subject: Re: 7 News Question

Yes.

Sent from my iPhone

On Jun 14, 2019, at 4:47 PM, Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us> wrote:

Hi Registrar,

Thank you very much. Is it okay to send this information to Mary?

Judi

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Cc: Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>; Palladino, Edward (DOT) <Edward.Palladino@dot.state.ma.us>
Subject: RE: 7 News Question

<!--[if !supportLists]-->1. <!--[endif]-->I am not aware of any audits conducted specifically on the facial recognition program at the

RMV.

<!--[if !supportLists]-->2. <!--[endif]-->The facial recognition system identifies potential matches. Those matches are reviewed to determine a match exists and an individual has attempted to obtain credentials using multiple identities. If a match is identified, the RMV provides the individuals identified as the potential match the opportunity to prove their identity before any administrative sanctions are implemented by the RMV.

From: Riley, Judith (DOT)
Sent: Friday, June 14, 2019 3:46 PM
To: Deveney, Erin (DOT); Lavoie, Sara (DOT)
Cc: Goddard, Jacquelyn (DOT); Palladino, Edward (DOT)
Subject: RE: 7 News Question

Hi Registrar and Sara,

I am just circling back on this request.

Thank you very much.

Judi

From: Riley, Judith (DOT)
Sent: Thursday, June 13, 2019 11:35 AM
To: Deveney, Erin (DOT) <Erin.Deveney@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>
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Cc: Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>
Subject: 7 News Question

Hi Mary,

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Thanks,

Judi

From: Mary Schwager <mschwager@whdh.com>
Sent: Monday, June 3, 2019 11:51 AM
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

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>
Cc: Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>;
Palladino, Edward (DOT) <edward.palladino@state.ma.us>
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Thanks,

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Cc: Goddard, Jacquelyn (DOT)
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To: [Riley, Judith \(DOT\)](#)
Subject: Re: 7 News Question
Date: Friday, June 14, 2019 5:00:06 PM

Good. Please send Sarah

Jacquelyn Goddard
Communications Office
Massachusetts Department of Transportation

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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: Jacquelyn.Goddard@dot.state.ma.us
To: [Riley, Judith \(DOT\)](#)
Subject: Re: 7 News Question
Date: Friday, June 14, 2019 4:59:24 PM

Please send Sarah. I approve

Jacquelyn Goddard
Communications Office
Massachusetts Department of Transportation

On Jun 14, 2019, at 4:52 PM, Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us> wrote:

Hi Jacque,

Are you okay with this information being sent to Mary?

Draft 4:52 p.m.

Have any audits been done of the facial recognition system?

I am not aware of any audits conducted specifically on the facial recognition program at the RMV.

And if the facial recognition system identifies someone incorrectly how does that get reported?

The facial recognition system identifies potential matches. Those matches are reviewed to determine a match exists and an individual has attempted to obtain credentials using multiple identities. If a match is identified, the RMV provides the individuals identified as the potential match the opportunity to prove their identity before any administrative sanctions are implemented by the RMV.

Judi

From: Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>
Sent: Friday, June 14, 2019 4:48 PM
To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>
Cc: Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>; Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>; Palladino, Edward (DOT) <Edward.Palladino@dot.state.ma.us>
Subject: Re: 7 News Question

Yes.

Sent from my iPhone

On Jun 14, 2019, at 4:47 PM, Riley, Judith (DOT)
<JudithReardon.Riley@dot.state.ma.us> wrote:

Hi Registrar,

Thank you very much. Is it okay to send this information to Mary?

Judi

From: Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>
Sent: Friday, June 14, 2019 4:31 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

<!--[if !supportLists]-->1. <!--[endif]-->I am not aware of any audits conducted specifically on the facial recognition program at the RMV.

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From: Riley, Judith (DOT)
Sent: Friday, June 14, 2019 3:46 PM
To: Deveney, Erin (DOT); Lavoie, Sara (DOT)
Cc: Goddard, Jacquelyn (DOT); Palladino, Edward (DOT)
Subject: RE: 7 News Question

Hi Registrar and Sara,

I am just circling back on this request.

Thank you very much.

Judi

From: Riley, Judith (DOT)
Sent: Thursday, June 13, 2019 11:35 AM
To: Deveney, Erin (DOT) <Erin.Deveney@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: 7 News Question

Hi Registrar and Sara,

Mary Schwager has two follow-up question on facial recognition. Would you please help?

Thank you very much.

Judi

From: Mary Schwager <mschwager@whdh.com>
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To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>
Cc: Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>
Subject: RE: 7 News Question

Thank you.

Have any audits been done of the facial recognition system?

And if the facial recognition system identifies someone incorrectly how does that get reported?

From: Riley, Judith Reardon (DOT)
<<mailto:judith.reardon.riley@state.ma.us>>
Sent: Friday, June 7, 2019 7:57 PM
To: Mary Schwager <mschwager@whdh.com>
Cc: Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>
Subject: 7 News Question

Hi Mary,

Please find below and attached the requested information.

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). If law enforcement wishes to have an image processed through the RMV's facial recognition system, an official request needs to be submitted.

Thanks,

Judi

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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

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>
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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?

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Cc: Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>;
Palladino, Edward (DOT) <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>
Date: May 21, 2019 at 3:29:06 PM EDT
To: "Riley, Judith Reardon (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

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>

Cc: Goddard, Jacquelyn (DOT)

<jacquelyn.goddard@state.ma.us>; Palladino, Edward (DOT)

<edward.palladino@state.ma.us>

Subject: 7 News Question

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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: FW: 7 News Question
Date: Friday, June 14, 2019 4:52:44 PM

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Are you okay with this information being sent to Mary?

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Thanks,

Mary Schwager

From: [Folan, Scott \(DOT\)](#)
To: [Deveney, Erin \(DOT\)](#); [Dearing, Michael \(DOT\)](#)
Cc: [Dillisio, James \(DOT\)](#)
Subject: RE: Registrar/IT Weekly Check in
Date: Friday, June 14, 2019 4:50:03 PM

Afternoon Registrar,

I was not aware of this change, thank you so much for the updated information

Have a great weekend!

Best,

Scott Folan | Fall River Service Center Manager
MassDOT RMV Division
Scott.M.Folan@dot.state.ma.us
PH: 774.545.5866



From: Deveney, Erin (DOT)
Sent: Friday, June 14, 2019 4:18 PM
To: Folan, Scott (DOT); Dearing, Michael (DOT)
Cc: Dillisio, James (DOT)
Subject: FW: Registrar/IT Weekly Check in

Hi:

Just making sure that you were aware of the change to plans for the service center

Thanks-
Erin

From: Newton, Mark (DOT)
Sent: Friday, June 14, 2019 4:15 PM
To: Deveney, Erin (DOT); Bedard, David (DOT)
Cc: Newton, Mark (DOT)
Subject: Re: Registrar/IT Weekly Check in

This just in
... From Don West

Please be advised that the planned power shutdown for [this Saturday, June 15](#) at the Fall River RMV has been rescheduled to [Saturday, June 22nd](#)

Regards,
Mark

Sent from my iPhone

On Jun 14, 2019, at 9:48 AM, Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us> wrote:

Good Friday Morning Registrar and David,

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

Sorry about the printing problem this AM, a server became unresponsive housing a print server application known as Thin Print. The impact was felt by any users who were mapped to the server who were attempting to print through Microsoft Windows or a Windows application (including Citrix users). The problem was quickly reported and identified and the server was quickly restarted which resolved the problem, and is being monitored.

Have a great day and weekend!

-Mark

Watertown RMV Service Center Move

- Successful opening Monday, June 10, 2019
- No known outstanding issues

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
- MVN installation scheduled Thursday, June 20, 2019
- Q-FLOW AV scheduled for Friday, June 21, 2019

IT Walkthrough with RMV business scheduled for Thursday, June 20, 2019, 1 PM

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 customer impact expected
- Contingency responses are being planned in case of an unexpected incident

###

Miscellaneous

- Maintenance –Generally-

| Item | Description | Date/Timeframe | Service Impacting | Comments |
|------|--|---|--|--|
| 1 | General Services: Scheduled Power Outages in Danvers -Complete- and Fall River RMV Service Centers | Fall River RMV Service Center Saturday, June 15, 2019 the power is scheduled to be shut down once, at 07 00 AM The expected duration of the scheduled power outage is estimated to be eight -8- to ten -10- hours | | Suggest that certain RMV staff be requested to arrive fifteen to thirty minutes early on Monday in Fall River, just to make sure that some testing is performed prior to opening to mitigate both risk and time factors, just in case a problem is detected and requires mediation |
| 2 | 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, <u>Enforcement Services</u> and conditionally approved; Proposed Production date has been reviewed by ATLAS (<u>conditionally approved</u>) and is awaiting approval from MSP via Enforcement Services |

6/14/2019 9:45 AM

From: Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>
Sent: Friday, June 7, 2019 9:38 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 Morning Registrar, Dave,

Below please find today s updates for consideration during this morning s scheduled 10 AM call Thank you

Best,
Mark

Watertown RMV Service Center Move

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

Taunton RMV Service Center Move

- Still no official move date - targeting July 1 opening
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Miscellaneous

- 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 <pending removal if without updates> | 1 Add new SSD storage capacity o May 3rd 6pm – 10pm COMPLETE 2 Merge SSD storage to create optimized aggregates o May 9th 6pm – 10pm COMPLETE 3 Configure 8200 SAS controllers o May 16th 6pm – 10pm COMPLETE 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 Postponed 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 which started on April 25th 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 | THIS Weekend | No citizen downtime is | Update: 06/07/2019: No additional |

| | | | | |
|---|--|--|---|--|
| | moving PCI devices from the old switch stacks to the new PCI switch stacks on the 2 nd & 3 rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) <pending removal if without updates> | Nothing scheduled | 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 | work has taken place 5/30/2019: No additional work has taken place 5/19/2019: ... Completed additional 28 PC moves on the 2 nd floor 5/2/2019: Completed 38 PC and 38 pin pad moves on 4/27 for the 3 rd Floor Still have more on the 3 rd floor and many more on the 2 nd 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, Enforcement Services and conditionally approved; Proposed Production date has been reviewed by ATLAS (conditionally approved) and is awaiting approval from MSP via Enforcement Services |

6/7/2019 9:26 AM

From: Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>
Sent: Friday, May 31, 2019 2:10 PM
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: RE: Registrar/IT Weekly Check in

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>
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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 | <ol style="list-style-type: none"> 1 Add new SSD storage capacity <ul style="list-style-type: none"> o May 3rd 6pm – 10pm COMPLETE 2 Merge SSD storage to create optimized aggregates <ul style="list-style-type: none"> o May 9th 6pm – 10pm COMPLETE 3 Configure 8200 SAS controllers <ul style="list-style-type: none"> o May 16th 6pm – 10pm COMPLETE 4 Upgrade the Netapp Ontap operating system <ul style="list-style-type: none"> Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule o May 23rd 6pm – 10pm Postponed 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 which started on April 25th 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 nd & 3 rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) | THIS WEEKEND 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 nd floor 5/2/2019: Completed 38 PC and 38 pin pad moves on 4/27 for the 3 rd Floor Still have more on the 3 rd floor and many more on the 2 nd floor |
| 3 | Idemia Maintenance Window for Operating System Patching | <ol style="list-style-type: none"> 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 | <ol style="list-style-type: none"> 1 Add new SSD storage capacity <ul style="list-style-type: none"> o May 3rd 6pm – 10pm COMPLETE 2 Merge SSD storage to create | 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 |

| | | | | |
|---|---|---|--|--|
| | support Atlas R2 | optimized aggregates o May 9 th 6pm – 10pm COMPLETE 3 Configure 8200 SAS controllers o May 16 th 6pm – 10pm COMPLETE 4 Upgrade the Netapp Ontap operating system Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule o May 23 rd 6pm – 10pm Postponed TBD | | these activities, EOTSS is proposing weekly storage maintenance windows which started on April 25th 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 nd & 3 rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) | THIS Weekend 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 nd 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 rd floor and many more on the 2 nd 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 rd 6pm – 10pm COMPLETE 4 Merge SSD storage to create optimized aggregates o May 9 th 6pm – 10pm COMPLETE 5 Configure 8200 SAS controllers | 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 |

| | | | | |
|---|--|---|--|---|
| | | <ul style="list-style-type: none"> o May 16th 6pm – 10pm COMPLETE <p>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</p> | | maintenance windows which started on April 25 th 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 nd & 3 rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) | THIS WEEKEND 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 rd floor and many more on the 2 nd 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>1 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 o May 3rd 6pm – 10pm COMPLETE</p> <p>2 Merge SSD storage to create optimized aggregates Description Merge original SSD aggregates with new aggregates 3 & 4 to optimize performance Proposed schedule o May 9th 6pm – 10pm COMPLETE</p> <p>3 Configure 8200 SAS controllers Description Remove the existing SAS controllers and replace them new 8200 controllers</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 which started on April 25 th 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 |

| | | | | |
|---|--|---|---|---|
| | | Proposed schedule o May 16 th 6pm – 10pm 3 Upgrade the Netapp Ontap operating system Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule o May 23 rd 6pm – 10pm | | |
| 2 | MassDOT IT, Network team to move PCI devices from the old switch stacks to the new PCI switch stacks on the 2 nd & 3 rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) | THIS 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 rd Floor Still have more on the 3 rd floor and many more on the 2 nd 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 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 o May 3 rd 6pm – 10pm 1 Merge SSD storage to create optimized aggregates Description Merge original SSD aggregates with new aggregates 3 & 4 to optimize performance Proposed schedule o May 9 th 6pm – 10pm 2 Configure 8200 SAS controllers Description Remove the existing SAS controllers and replace them new 8200 controllers Proposed schedule o May 16 th 6pm – 10pm 3 Upgrade the Netapp Ontap operating system Description | 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 25th 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 |

| | | | | |
|---|--|--|---|--|
| | | Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule o May 23rd 6pm – 10pm | | |
| 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 th , 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 nd & 3 rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) | NEXT 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 rd floor and many more on the 2 nd 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 | | 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 |

| | | | | |
|---|--|--|---|---|
| | | | No downtime is expected | storage maintenance windows starting on April 25th 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 nd & 3 rd 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 starting on April 25th 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 |
|---|--------------------------------|-------------------------|--|

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 starting on April 25th . 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

- 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 (RMV25D) – 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 | 3/31/2019, | | Pending Registrar approval /Testers |

| | | | | |
|---|---|--------------------------------|--|---|
| | (ATLAS) Ongoing Windows Patching | 02:00 AM - 08:00 AM | No downtime is expected | 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 5th The device shut itself down to prevent data loss We identified the root cause and ordered replacement parts by 4:00am on March 6th 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 (RMV/LV25D)

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 Hempt 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

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
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

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 1st – 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

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

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**

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)
 - 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

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

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 remotored 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

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 (QHO)

- 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 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 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 time 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 is 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 in fine-fee 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: [Riley, Judith \(DOT\)](#)
To: [Deveney, Erin \(DOT\)](#)
Cc: [Goddard, Jacquelyn \(DOT\)](#); [Lavoie, Sara \(DOT\)](#); [Palladino, Edward \(DOT\)](#)
Subject: RE: 7 News Question
Date: Friday, June 14, 2019 4:49:10 PM

Thank you very much.

From: Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>
Sent: Friday, June 14, 2019 4:48 PM
To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>
Cc: Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>; Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>; Palladino, Edward (DOT) <Edward.Palladino@dot.state.ma.us>
Subject: Re: 7 News Question

Yes.

Sent from my iPhone

On Jun 14, 2019, at 4:47 PM, Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us> wrote:

Hi Registrar,

Thank you very much. Is it okay to send this information to Mary?

Judi

From: Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>
Sent: Friday, June 14, 2019 4:31 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

1. I am not aware of any audits conducted specifically on the facial recognition program at the RMV.
2. The facial recognition system identifies potential matches. Those matches are reviewed to determine a match exists and an individual has attempted to obtain credentials using multiple identities. If a match is identified, the RMV provides the individuals identified as the potential match the opportunity to prove their identity before any administrative sanctions are implemented by the RMV.

From: Riley, Judith (DOT)
Sent: Friday, June 14, 2019 3:46 PM
To: Deveney, Erin (DOT); Lavoie, Sara (DOT)

Cc: Goddard, Jacquelyn (DOT); Palladino, Edward (DOT)
Subject: RE: 7 News Question

Hi Registrar and Sara,

I am just circling back on this request.

Thank you very much.

Judi

From: Riley, Judith (DOT)
Sent: Thursday, June 13, 2019 11:35 AM
To: Deveney, Erin (DOT) <Erin.Deveney@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: 7 News Question

Hi Registrar and Sara,

Mary Schwager has two follow-up question on facial recognition. Would you please help?

Thank you very much.

Judi

From: Mary Schwager <mschwager@whdh.com>
Sent: Wednesday, June 12, 2019 4:51 PM
To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>
Cc: Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>
Subject: RE: 7 News Question

Thank you.

Have any audits been done of the facial recognition system?

And if the facial recognition system identifies someone incorrectly how does that get reported?

From: Riley, Judith Reardon (DOT) [<mailto:judith.reardon.riley@state.ma.us>]
Sent: Friday, June 7, 2019 7:57 PM
To: Mary Schwager <mschwager@whdh.com>
Cc: Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>
Subject: 7 News Question

Hi Mary,

Please find below and attached the requested information.

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). If law enforcement wishes to have an image processed through the RMV's facial recognition system, an official request needs to be submitted.

Thanks,

Judi

From: Mary Schwager <mschwager@whdh.com>
Sent: Monday, June 3, 2019 11:51 AM
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

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>
Cc: Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>; Palladino, Edward (DOT) <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>
Cc: Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>; Palladino, Edward (DOT) <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>
Date: May 21, 2019 at 3:29:06 PM EDT
To: "Riley, Judith Reardon (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

Hey Judi,

Thank you.

What company makes the software?

Do police use it as well?

Best,

Mary

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

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Mary Schwager

From: [Deveney, Erin \(DOT\)](#)
To: [Riley, Judith \(DOT\)](#)
Cc: [Goddard, Jacquelyn \(DOT\)](#); [Lavoie, Sara \(DOT\)](#); [Palladino, Edward \(DOT\)](#)
Subject: Re: 7 News Question
Date: Friday, June 14, 2019 4:48:23 PM

Yes.

Sent from my iPhone

On Jun 14, 2019, at 4:47 PM, Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us> wrote:

Hi Registrar,

Thank you very much. Is it okay to send this information to Mary?

Judi

From: Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>
Sent: Friday, June 14, 2019 4:31 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>
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<!--[if !supportLists]-->1. <!--[endif]-->I am not aware of any audits conducted specifically on the facial recognition program at the RMV.
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Cc: Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>
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Cc: [Goddard, Jacquelyn \(DOT\)](#); [Lavoie, Sara \(DOT\)](#); [Palladino, Edward \(DOT\)](#)
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Date: Friday, June 14, 2019 4:47:43 PM

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Subject: 7 News Question

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Please find below and attached the requested information.

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To: [Riley, Judith \(DOT\)](#); [Lavoie, Sara \(DOT\)](#)
Cc: [Goddard, Jacquelyn \(DOT\)](#); [Palladino, Edward \(DOT\)](#)
Subject: RE: 7 News Question
Date: Friday, June 14, 2019 4:31:02 PM

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Thanks,

Mary Schwager

From: [Deveney, Erin \(DOT\)](#)
To: [Eolan, Scott \(DOT\)](#); [Dearing, Michael \(DOT\)](#)
Cc: [Dills, James \(DOT\)](#)
Subject: FW: Registrar/IT Weekly Check in
Date: Friday, June 14, 2019 4:17:00 PM

Hi:

Just making sure that you were aware of the change to plans for the service center

Thanks-
Erin

From: Newton, Mark (DOT)
Sent: Friday, June 14, 2019 4:15 PM
To: Deveney, Erin (DOT); Bedard, David (DOT)
Cc: Newton, Mark (DOT)
Subject: Re: Registrar/IT Weekly Check in

This just in
... From Don West

Please be advised that the planned power shutdown for [this Saturday, June 15](#) at the Fall River RMV has been rescheduled to [Saturday, June 22nd](#).

Regards,
Mark

Sent from my iPhone

On Jun 14, 2019, at 9:48 AM, Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us> wrote:

Good Friday Morning Registrar and David,

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

Sorry about the printing problem this AM, a server became unresponsive housing a print server application known as Thin Print. The impact was felt by any users who were mapped to the server who were attempting to print through Microsoft Windows or a Windows application (including Citrix users). The problem was quickly reported and identified and the server was quickly restarted which resolved the problem, and is being monitored

Have a great day and weekend!

-Mark

Watertown RMV Service Center Move

- Successful opening Monday, June 10, 2019
- No known outstanding issues

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
- MVN installation scheduled Thursday, June 20, 2019
- Q-FLOW AV scheduled for Friday, June 21, 2019
- IT Walkthrough with RMV business scheduled for Thursday, June 20, 2019, 1 PM

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 customer impact expected
- Contingency responses are being planned in case of an unexpected incident

###

Miscellaneous

- Maintenance --Generally-

| Item | Description | Date/Timeframe | Service Impacting | Comments |
|------|---|---|-------------------|---|
| 1 | General Services: Scheduled Power Outages in Danvers -Complete- and Fall River RMV Service Centers | Fall River RMV Service Center Saturday, June 15, 2019 the power is scheduled to be shut down once, at 07 00 AM. The expected duration of the scheduled power outage is estimated to be eight -8- to ten | | Suggest that certain RMV staff be requested to arrive fifteen to thirty minutes early on Monday in Fall River, just to make sure that some testing is performed prior to opening to mitigate both risk and time factors, just in case a problem |

| | | | | |
|---|---|--|--|--|
| | | -10- hours | | is detected and requires mediation |
| 2 | Idemia Maintenance Window for Operating System Patching | <ol style="list-style-type: none"> 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, <u>Enforcement Services</u> and conditionally approved; Proposed Production date has been reviewed by ATLAS (<u>conditionally approved</u>) and is awaiting approval from MSP via Enforcement Services |

6/14/2019 9:45 AM

From: Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>
Sent: Friday, June 7, 2019 9:38 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 Morning Registrar, Dave,

Below please find today s updates for consideration during this morning s scheduled 10 AM call Thank you

Best,
Mark

Watertown RMV Service Center Move

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

Taunton RMV Service Center Move

- Still no official move date - targeting July 1 opening
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| 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 <pending removal if without updates> | <ol style="list-style-type: none"> 1 Add new SSD storage capacity <ul style="list-style-type: none"> o May 3rd 6pm – 10pm COMPLETE 2 Merge SSD storage to create optimized aggregates <ul style="list-style-type: none"> o May 9th 6pm – 10pm COMPLETE 3 Configure 8200 SAS controllers <ul style="list-style-type: none"> o May 16th 6pm – 10pm COMPLETE 4 Upgrade the Netapp Ontap operating system <ul style="list-style-type: none"> o Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule o May 23rd 6pm – 10pm o Postponed 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 which started on April 25th 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 nd & 3 rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) <pending removal if without updates> | THIS Weekend 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: 06/07/2019: No additional work has taken place 5/30/2019: No additional work has taken place 5/19/2019: ... Completed additional 28 PC moves on the 2 nd 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 rd floor and many more on the 2 nd floor |
| 3 | Idemia Maintenance Window for Operating System Patching | <ol style="list-style-type: none"> 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, <u>Enforcement Services</u> and conditionally approved; Proposed Production date has been reviewed by ATLAS (<u>conditionally approved</u>) and is awaiting approval from MSP via Enforcement Services |

6/7/2019 9:26 AM

From: Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>
Sent: Friday, May 31, 2019 2:10 PM

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: RE: Registrar/IT Weekly Check in

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 COMPLETE 2 Merge SSD storage to create optimized aggregates o May 9th 6pm – 10pm COMPLETE 3 Configure 8200 SAS controllers o May 16th 6pm – 10pm COMPLETE 4 Upgrade the Netapp Ontap operating system Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule o May 23 rd 6pm – 10pm o Postponed 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 which started on April 25th 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 | THIS Weekend | No citizen downtime is | Update: 5/30/2019: No additional |

| | | | | |
|---|--|--|---|--|
| | moving PCI devices from the old switch stacks to the new PCI switch stacks on the 2 nd & 3 rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) | Nothing scheduled | 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 | work has taken place since 5/19/2019: ...Completed additional 28 PC moves on the 2 nd floor 5/2/2019: Completed 38 PC and 38 pin pad moves on 4/27 for the 3 rd Floor Still have more on the 3 rd floor and many more on the 2 nd 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 3 rd 6pm – 10pm COMPLETE 2 Merge SSD storage to create optimized aggregates o May 9 th 6pm – 10pm COMPLETE 3 Configure 8200 SAS controllers o May 16 th 6pm – 10pm COMPLETE 4 Upgrade the Netapp Ontap operating system Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule o May 23 rd 6pm – 10pm o Postponed 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 which started on April 25th 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 nd & 3 rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) | THIS WEEKEND 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 | Update: 5/19/2019: ...Completed additional 28 PC moves on the 2 nd floor 5/2/2019: Completed 38 PC and 38 pin pad moves on 4/27 for the 3 rd Floor Still have more on the 3 rd floor and many more on the 2 nd floor |

| | | | | |
|---|---|---|--|--|
| | | | migrates them to the new PCI switch stack | 2 floor |
| 4 | Idemia Maintenance Window for Operating System Patching | <ol style="list-style-type: none"> Proposed UAT Patching, Friday, June 14 from 8 AM – 12 noon (or until finished) 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 | <ol style="list-style-type: none"> Add new SSD storage capacity <ul style="list-style-type: none"> o May 3rd 6pm – 10pm COMPLETE Merge SSD storage to create optimized aggregates <ul style="list-style-type: none"> o May 9th 6pm – 10pm COMPLETE Configure 8200 SAS controllers <ul style="list-style-type: none"> o May 16th 6pm – 10pm COMPLETE Upgrade the Netapp Ontap operating system <ul style="list-style-type: none"> o May 23rd 6pm – 10pm <p>Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule</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 which started on April 25th . 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 | THIS Weekend | No citizen downtime is | Update: 5/17/2019: Estimated to |

| | | | | |
|--|---|--|---|--|
| | devices from the old switch stacks to the new PCI switch stacks on the 2 nd & 3 rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) | SUNDAY Saturday, May 19, 2019 from 09 00 AM to 04 00 PM | 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 | be 30% complete 5/2/2019: ... Completed 38 PC and 38 pin pad moves on 4/27 for the 3 rd Floor Still have more on the 3 rd floor and many more on the 2 nd 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 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 o May 3rd 6pm – 10pm COMPLETE 2 Merge SSD storage to create optimized aggregates Description Merge original SSD aggregates with new aggregates 3 & 4 to optimize performance Proposed schedule o May 9th 6pm – 10pm COMPLETE 3 Configure 8200 SAS controllers Description Remove the existing SAS controllers and replace them new 8200 controllers Proposed schedule o May 16th 6pm – 10pm 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 | 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 25th 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 2 nd & 3 rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) | THIS 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 rd Floor Still have more on the 3 rd floor and many more on the 2 nd 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 | 1 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 o May 3rd 6pm – 10pm 2 Merge SSD storage to create optimized aggregates Description Merge original SSD aggregates with new aggregates 3 & 4 to optimize performance Proposed schedule o May 9th 6pm – 10pm 3 Configure 8200 SAS controllers Description Remove the existing SAS controllers and replace them new 8200 controllers Proposed schedule o May 16th 6pm – 10pm 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 | 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 25th 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 th , 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 nd & 3 rd floor data closet and MDF room at Quincy | NEXT weekend..... Saturday, May 11, 2019 from | No citizen downtime is expected – However: For anyone working on Saturday, during these | Update: 5/2/2019: ... Completed 38 PC and 38 pin pad moves on 4/27 for the 3rd Floor Still have more on |

| | | | |
|---------------------------|----------------------|---|--|
| Headquarters (CHG0037595) | 09 00 AM to 04 00 PM | hours, there will be minor interruptions to their PC as we migrate them to the new PCI switch stack | the 3 rd floor and many more on the 2 nd 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 starting on April 25th 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 nd & 3 rd 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 starting on April 25th 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 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>
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 |
| EOTSS performing non-disruptive maintenance to internet circuits at MITC and SDC | 04-17-2019 | No downtime | EOTSS managed site-to-site VPN connections WILL experience a short disruption |

2 Wednesday April 17th at 7:00 PM (EOTSS: ServiceNow CHG0008600) 07:00 PM – 11:59 PM is expected 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 25th 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 Ongoing; no later than April 30 No downtime is expected

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 “L.P.A.R”) 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 - | 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 10 00 PM 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 5th The device shut itself down to prevent data loss We identified the root cause and ordered replacement parts by 4:00am on March 6th 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 Hempt 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

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 1st – 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
 - 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

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

QHO 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 to 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.

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
- INC0200051 - 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-**

- INC0200481 - 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**

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)
- 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

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

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

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

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

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

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: [Deveney, Erin \(DOT\)](#)
 To: [Newton, Mark \(DOT\)](#); [Bedard, David \(DOT\)](#)
 Subject: RE: Registrar/IT Weekly Check in
 Date: Friday, June 14, 2019 4:17:00 PM

Thanks for the update, Mark

From: Newton, Mark (DOT)
 Sent: Friday, June 14, 2019 4:15 PM
 To: Deveney, Erin (DOT); Bedard, David (DOT)
 Cc: Newton, Mark (DOT)
 Subject: Re: Registrar/IT Weekly Check in

This just in
 ... From Don West

Please be advised that the planned power shutdown for [this Saturday, June 15](#) at the Fall River RMV has been rescheduled to [Saturday, June 22nd](#)

Regards,
 Mark

Sent from my iPhone

On Jun 14, 2019, at 9:48 AM, Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us> wrote:

Good Friday Morning Registrar and David,

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

Sorry about the printing problem this AM, a server became unresponsive housing a print server application known as Thin Print. The impact was felt by any users who were mapped to the server who were attempting to print through Microsoft Windows or a Windows application (including Citrix users). The problem was quickly reported and identified and the server was quickly restarted which resolved the problem, and is being monitored.

Have a great day and weekend!

-Mark

Watertown RMV Service Center Move

- Successful opening Monday, June 10, 2019
- No known outstanding issues

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
- MVN installation scheduled Thursday, June 20, 2019
- Q-FLOW AV scheduled for Friday, June 21, 2019
- IT Walkthrough with RMV business scheduled for Thursday, June 20, 2019, 1 PM

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 customer impact expected
- Contingency responses are being planned in case of an unexpected incident

###

Miscellaneous

- Maintenance –Generally-

| Item | Description | Date/Timeframe | Service Impacting | Comments |
|------|---|--|--|--|
| 1 | General Services: Scheduled Power Outages in Danvers -Complete- and Fall River RMV Service Centers | Fall River RMV Service Center Saturday, June 15, 2019 the power is scheduled to be shut down once, at 07:00 AM. The expected duration of the scheduled power outage is estimated to be eight -8- to ten -10- hours | | Suggest that certain RMV staff be requested to arrive fifteen to thirty minutes early on Monday in Fall River, just to make sure that some testing is performed prior to opening to mitigate both risk and time factors, just in case a problem is detected and requires mediation |
| 2 | 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 – | NO prolonged interruption of service; however, brief disruptions may occur | Proposed UAT patching date has been reviewed by ATLAS and RMV Training, <u>Enforcement Services</u> and conditionally approved; Proposed Production date has been |

| | | | | |
|--|--|----------------|--|---|
| | | until complete | | reviewed by ATLAS (conditionally approved) and is awaiting approval from MSP via Enforcement Services |
|--|--|----------------|--|---|

6/14/2019 9:45 AM

From: Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>
Sent: Friday, June 7, 2019 9:38 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 Morning Registrar, Dave,

Below please find today's updates for consideration during this morning's scheduled 10 AM call. Thank you

Best,
Mark

Watertown RMV Service Center Move

- Official opening date: Monday, June 10, 2019 - moving will commence after COB -Today- Friday, June 7, 2019
- 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 customer impact expected
- Contingency responses are being planned in case of unexpected incident

###

Miscellaneous

- 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. <pending removal if without updates> | <ol style="list-style-type: none"> 1 Add new SSD storage capacity <ul style="list-style-type: none"> o May 3rd 6pm – 10pm COMPLETE 2 Merge SSD storage to create optimized aggregates <ul style="list-style-type: none"> o May 9th 6pm – 10pm COMPLETE 3 Configure 8200 SAS controllers <ul style="list-style-type: none"> o May 16th 6pm – 10pm COMPLETE* 4 Upgrade the Netapp Ontap operating system <ul style="list-style-type: none"> Description: Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule: <ul style="list-style-type: none"> o May 23rd 6pm – 10pm o Postponed 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 which started on April 25th . 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 nd & 3 rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) <pending removal if without updates> | THIS WEEKEND 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: 06/07/2019: No additional work has taken place 5/30/2019: No additional work has taken place 5/19/2019: ... Completed additional 28 PC moves on the 2 nd 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 rd floor and many more on the 2 nd floor |
| 3 | Idemia Maintenance Window for Operating System Patching | <ol style="list-style-type: none"> 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, Enforcement Services and conditionally approved; Proposed Production date has been reviewed by ATLAS (conditionally approved) and is awaiting approval from MSP via Enforcement Services |

6/7/2019 9:26 AM

From: Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>
Sent: Friday, May 31, 2019 2:10 PM
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: RE: Registrar/IT Weekly Check in

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
 (Office) 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 COMPLETE 2 Merge SSD storage to create optimized aggregates o May 9th 6pm – 10pm COMPLETE 3 Configure 8200 SAS controllers o May 16th 6pm – 10pm COMPLETE* 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 Postponed 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 which started on April 25th . 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 2nd & 3rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) | THIS Weekend 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 | Update: 5/30/2019: No additional work has taken place since 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 rd |

| | | | | |
|---|---|--|--|--|
| | | | migrates them to the new PCI switch stack | Floor Still have more on the 3 floor and many more on the 2 nd floor |
| 3 | Idemia Maintenance Window for Operating System Patching | <ol style="list-style-type: none"> 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 | <ol style="list-style-type: none"> 1 Add new SSD storage capacity <ul style="list-style-type: none"> o May 3rd 6pm – 10pm COMPLETE 2 Merge SSD storage to create optimized aggregates <ul style="list-style-type: none"> o May 9th 6pm – 10pm COMPLETE 3 Configure 8200 SAS controllers <ul style="list-style-type: none"> o May 16th 6pm – 10pm COMPLETE 4 Upgrade the Netapp Ontap operating system <ul style="list-style-type: none"> Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule o May 23rd 6pm – 10pm o Postponed 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 which started on April 25th 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 nd & 3 rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) | THIS Weekend 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 nd 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 rd floor and many more on the 2 nd floor |
| 4 | Idemia Maintenance Window for Operating System Patching | Proposed 1 UAT Patching, Friday, June 14 from 8 AM – 12 noon (or | NO prolonged interruption of service; however, brief | Proposed UAT patching date has been reviewed by ATLAS and RMV Training and conditionally |

| | | | | |
|--|--|--|-----------------------|--|
| | | until finished) 2 Production Patching, Sunday, June 23 from 7 AM – until complete | disruptions may occur | 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 COMPLETE 4 Merge SSD storage to create optimized aggregates o May 9th 6pm – 10pm COMPLETE 5 Configure 8200 SAS controllers o May 16th 6pm – 10pm COMPLETE 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 which started on April 25th 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 nd & 3 rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) | THIS WEEKEND 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 | 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 rd floor and many more on the 2 nd floor |

| | | | | |
|--|--|--|---|--|
| | | | as the Network team migrates them to the new PCI switch stack | |
|--|--|--|---|--|

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 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 o May 3rd 6pm – 10pm COMPLETE 2 Merge SSD storage to create optimized aggregates Description Merge original SSD aggregates with new aggregates 3 & 4 to optimize performance Proposed schedule o May 9th 6pm – 10pm COMPLETE 3 Configure 8200 SAS controllers Description Remove the existing SAS controllers and replace them new 8200 controllers Proposed schedule o May 16th 6pm – 10pm 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 | 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 25th 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 2 nd & 3 rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) | THIS 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 rd floor and many more on the 2 nd 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 | <p>1 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 o May 3rd 6pm – 10pm</p> <p>2 Merge SSD storage to create optimized aggregates Description Merge original SSD aggregates with new aggregates 3 & 4 to optimize performance Proposed schedule o May 9th 6pm – 10pm</p> <p>3 Configure 8200 SAS controllers Description Remove the existing SAS controllers and replace them new 8200 controllers Proposed schedule o May 16th 6pm – 10pm</p> <p>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</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 which started on April 25th 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) | NEXT 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 starting on April 25th 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 nd & 3 rd 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 starting on April 25th . 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 |
|---|--------------------------------|-------------------------|--|

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

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 25th**. 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>; 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 |
| 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 5th The device shut itself down to prevent data loss We identified the root cause and ordered replacement parts by 4:00am on March 6th 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 Heme 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

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

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 1st – 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

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

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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 to 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.

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**

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

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

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

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

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

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

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 is 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: Re: Registrar/IT Weekly Check in
 Date: Friday, June 14, 2019 4:15:06 PM

This just in
 ... From Don West

Please be advised that the planned power shutdown for [this Saturday, June 15](#) at the Fall River RMV has been rescheduled to [Saturday, June 22nd](#).

Regards,
 Mark

Sent from my iPhone

On Jun 14, 2019, at 9:48 AM, Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us> wrote:

Good Friday Morning Registrar and David,

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

Sorry about the printing problem this AM, a server became unresponsive housing a print server application known as Thin Print. The impact was felt by any users who were mapped to the server who were attempting to print through Microsoft Windows or a Windows application (including Citrix users). The problem was quickly reported and identified and the server was quickly restarted which resolved the problem, and is being monitored.

Have a great day and weekend!

-Mark

Watertown RMV Service Center Move

- Successful opening Monday, June 10, 2019
- No known outstanding issues

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
- MVN installation scheduled Thursday, June 20, 2019
- Q-FLOW AV scheduled for Friday, June 21, 2019
- IT Walkthrough with RMV business scheduled for Thursday, June 20, 2019, 1 PM

10 Park Plaza Electrical Maintenance

<!--[if !supportLists]--> <!--[endif]-->Electrical maintenance will be performed Saturday, June 15, 6 AM – 4 PM and Sunday, June 16, 6 AM – 4 PM
 <!--[if !supportLists]--> <!--[endif]-->No customer impact expected
 <!--[if !supportLists]--> <!--[endif]-->Contingency responses are being planned in case of an unexpected incident

###

Miscellaneous

- Maintenance –Generally-

| Item | Description | Date/Timeframe | Service Impacting | Comments |
|------|---|--|--|--|
| 1 | General Services: Scheduled Power Outages in Danvers -Complete- and Fall River RMV Service Centers | Fall River RMV Service Center Saturday, June 15, 2019 the power is scheduled to be shut down once, at 07:00 AM. The expected duration of the scheduled power outage is estimated to be eight -8- to ten -10- hours | | Suggest that certain RMV staff be requested to arrive fifteen to thirty minutes early on Monday in Fall River, just to make sure that some testing is performed prior to opening to mitigate both risk and time factors, just in case a problem is detected and requires mediation |
| 2 | 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, Enforcement Services and conditionally approved; Proposed Production date has been reviewed by ATLAS (conditionally approved) and is awaiting approval from MSP via Enforcement Services |

From: Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>
Sent: Friday, June 7, 2019 9:38 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 Morning Registrar, Dave,

Below please find today's updates for consideration during this morning's scheduled 10 AM call. Thank you

Best,
 Mark

Watertown RMV Service Center Move

- Official opening date: Monday, June 10, 2019 - moving will commence after COB - Today - Friday, June 7, 2019
- 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 customer impact expected
- Contingency responses are being planned in case of unexpected incident

###

Miscellaneous

- 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 <pending removal if without updates> | 1 Add new SSD storage capacity o May 3rd 6pm – 10pm COMPLETE 2 Merge SSD storage to create optimized aggregates o May 9th 6pm – 10pm COMPLETE 3 Configure 8200 SAS controllers o May 16th 6pm – 10pm COMPLETE 4 Upgrade the Netapp Ontap operating system Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule o May 23 rd 6pm – 10pm o Postponed 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 which started on April 25th . 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 nd & 3 rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) <pending removal if without updates> | THIS Weekend 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: 06/07/2019: No additional work has taken place 5/30/2019: No additional work has taken place 5/19/2019: ... Completed additional 28 PC moves on the 2 nd 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 rd floor and many more on the 2 nd 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, Enforcement Services and conditionally approved; Proposed Production date has been reviewed by ATLAS (conditionally approved) and is awaiting approval from MSP via Enforcement Services |

6/7/2019 9:26 AM

From: Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>
Sent: Friday, May 31, 2019 2:10 PM
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: RE: Registrar/IT Weekly Check in

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 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 COMPLETE 2 Merge SSD storage to create optimized aggregates o May 9th 6pm – 10pm COMPLETE 3 Configure 8200 SAS controllers o May 16th 6pm – 10pm COMPLETE 4 Upgrade the Netapp Ontap operating system Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule o May 23 rd 6pm – 10pm o Postponed 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 which started on April 25th 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 nd & 3 rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) | THIS WEEKEND 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 nd floor 5/2/2019: Completed 38 PC and 38 pin pad moves on 4/27 for the 3 rd Floor Still have more on the 3 rd floor and many more on the 2 nd floor |
| 3 | Idemia Maintenance Window for | 1 UAT Patching, Friday, June 14 | NO prolonged | Proposed UAT patching date has |

| | | | | |
|--|---------------------------|--|---|---|
| | Operating System Patching | from 8 AM – 12 noon (or until finished) 2 Production Patching, Sunday, June 23 from 7 AM – until complete | interruption of service; however, brief disruptions may occur | 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

<!--[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

- 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 <ul style="list-style-type: none"> • May 3rd 6pm – 10pm COMPLETE 2 Merge SSD storage to create optimized aggregates <ul style="list-style-type: none"> • May 9th 6pm – 10pm COMPLETE 3 Configure 8200 SAS controllers <ul style="list-style-type: none"> • May 16th 6pm – 10pm COMPLETE 4 Upgrade the Netapp Ontap operating system Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule <ul style="list-style-type: none"> • May 23rd 6pm – 10pm • Postponed 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 which started on April 25th 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 nd & 3 rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) | THIS Weekend 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 nd 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 rd floor and many more on the 2 nd 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

<!--[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

- 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"> • May 3rd 6pm – 10pm COMPLETE 4 Merge SSD storage to create optimized aggregates <ul style="list-style-type: none"> • May 9th 6pm – 10pm COMPLETE 5 Configure 8200 SAS controllers <ul style="list-style-type: none"> • May 16th 6pm – 10pm COMPLETE 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"> • 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 which started on April 25th 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) | THIS WEEKEND 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 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

<!--[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

- 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 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 • May 3rd 6pm – 10pm COMPLETE 2 Merge SSD storage to create optimized aggregates Description Merge original SSD aggregates with new aggregates 3 & 4 to optimize performance Proposed schedule • May 9th 6pm – 10pm COMPLETE 3 Configure 8200 SAS controllers Description Remove the existing SAS controllers and replace them new 8200 controllers Proposed schedule • May 16th 6pm – 10pm 3 Upgrade the Netapp Ontap operating system Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule • 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 which started on April 25th . 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 2 nd & 3 rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) | THIS 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 rd Floor Still have more on the 3 rd floor and many more on the 2 nd 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

- 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 | <p>1 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 o May 3rd 6pm – 10pm</p> <p>1 Merge SSD storage to create optimized aggregates Description Merge original SSD aggregates with new aggregates 3 & 4 to optimize performance Proposed schedule o May 9th 6pm – 10pm</p> <p>2 Configure 8200 SAS controllers Description Remove the existing SAS controllers and replace them new 8200 controllers Proposed schedule o May 16th 6pm – 10pm</p> <p>3 Upgrade the Netapp Ontap operating system Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule o May 23rd 6pm – 10pm</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 which started on April 25th 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 th , 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 nd & 3 rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) | NEXT 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 rd floor and many more on the 2 nd 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

<!--[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

- 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 starting on April 25th 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 nd & 3 rd 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
- <!--[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
- 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
- <!--[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
 - 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 starting on April 25th 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 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>
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

- <!--[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

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 25th**. 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
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>; 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

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 ~~TODAY~~

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 | Pending Registrar approval /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

<!--[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 ~~TODAY~~ 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 5th The device shut itself down to prevent data loss We identified the root cause and ordered replacement parts by 4:00am on March 6th 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 (RMV25D)

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;

<!--[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

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

<!--[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
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>
<!--[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 (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
<!--[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

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

<!--[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

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 1st – 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

<!--[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 Peditto 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 – 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 (Approval: Y/N)

4/12/2019 9:14:28 AM

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 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
<!--[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]--> <!--[endif]-->ALARS Freeze Board (AFB) Candidate: 2014: Changes to No Policy Report
<!--[if !supportLists]--> <!--[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]-->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)**
<!--[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**

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

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]-->TEMPORARILLY 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

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

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 reimage (q=2)” or “Vendor Resolved”

<!--[if !supportLists]--> <!--[endif]-->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
- <!--[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

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]--> Idemia continuing to research internally
<!--[if !supportLists]--> <!--[endif]--> 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

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

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: Mark.Newton@dot.state.ma.us
 To: [Devaney_Erin_\(DOT\); Bedard_David_\(DOT\)](mailto:Devaney_Erin_(DOT); Bedard_David_(DOT))
 Cc: [Newton_Mark_\(DOT\)](mailto:Newton_Mark_(DOT))
 Subject: Re: Registrar/IT Weekly Check in
 Date: Friday, June 14, 2019 4:15:01 PM

This just in
 ... From Don West

Please be advised that the planned power shutdown for [this Saturday, June 15](#) at the Fall River RMV has been rescheduled to [Saturday, June 22nd](#).

Regards,
 Mark

Sent from my iPhone

On Jun 14, 2019, at 9:48 AM, Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us> wrote:

Good Friday Morning Registrar and David,

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

Sorry about the printing problem this AM, a server became unresponsive housing a print server application known as Thin Print. The impact was felt by any users who were mapped to the server who were attempting to print through Microsoft Windows or a Windows application (including Citrix users). The problem was quickly reported and identified and the server was quickly restarted which resolved the problem, and is being monitored.

Have a great day and weekend!

-Mark

Watertown RMV Service Center Move

- Successful opening Monday, June 10, 2019
- No known outstanding issues

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
- MVN installation scheduled Thursday, June 20, 2019
- Q-FLOW AV scheduled for Friday, June 21, 2019
- IT Walkthrough with RMV business scheduled for Thursday, June 20, 2019, 1 PM

10 Park Plaza Electrical Maintenance

<!--[if !supportLists]--> <!--[endif]-->Electrical maintenance will be performed Saturday, June 15, 6 AM – 4 PM and Sunday, June 16, 6 AM – 4 PM
 <!--[if !supportLists]--> <!--[endif]-->No customer impact expected
 <!--[if !supportLists]--> <!--[endif]-->Contingency responses are being planned in case of an unexpected incident

###

Miscellaneous

- Maintenance –Generally-

| Item | Description | Date/Timeframe | Service Impacting | Comments |
|------|---|--|--|--|
| 1 | General Services: Scheduled Power Outages in Danvers -Complete- and Fall River RMV Service Centers | Fall River RMV Service Center Saturday, June 15, 2019 the power is scheduled to be shut down once, at 07:00 AM. The expected duration of the scheduled power outage is estimated to be eight -8- to ten -10- hours | | Suggest that certain RMV staff be requested to arrive fifteen to thirty minutes early on Monday in Fall River, just to make sure that some testing is performed prior to opening to mitigate both risk and time factors, just in case a problem is detected and requires mediation |
| 2 | 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, Enforcement Services and conditionally approved; Proposed Production date has been reviewed by ATLAS (conditionally approved) and is awaiting approval from MSP via Enforcement Services |

From: Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>
Sent: Friday, June 7, 2019 9:38 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 Morning Registrar, Dave,

Below please find today's updates for consideration during this morning's scheduled 10 AM call. Thank you

Best,
 Mark

Watertown RMV Service Center Move

- Official opening date: Monday, June 10, 2019 - moving will commence after COB - Today - Friday, June 7, 2019
- 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 customer impact expected
- Contingency responses are being planned in case of unexpected incident

###

Miscellaneous

- 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 <pending removal if without updates> | 1 Add new SSD storage capacity o May 3rd 6pm – 10pm COMPLETE 2 Merge SSD storage to create optimized aggregates o May 9th 6pm – 10pm COMPLETE 3 Configure 8200 SAS controllers o May 16th 6pm – 10pm COMPLETE 4 Upgrade the Netapp Ontap operating system Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule o May 23 rd 6pm – 10pm o Postponed 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 which started on April 25th . 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 nd & 3 rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) <pending removal if without updates> | THIS WEEKEND 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: 06/07/2019: No additional work has taken place 5/30/2019: No additional work has taken place 5/19/2019: ... Completed additional 28 PC moves on the 2 nd 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 rd floor and many more on the 2 nd 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, Enforcement Services and conditionally approved; Proposed Production date has been reviewed by ATLAS (conditionally approved) and is awaiting approval from MSP via Enforcement Services |

6/7/2019 9:26 AM

From: Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>
Sent: Friday, May 31, 2019 2:10 PM
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: RE: Registrar/IT Weekly Check in

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 COMPLETE 2. Merge SSD storage to create optimized aggregates o May 9th 6pm – 10pm COMPLETE 3. Configure 8200 SAS controllers o May 16th 6pm – 10pm COMPLETE 4. Upgrade the Netapp Ontap operating system Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule o May 23 rd 6pm – 10pm o Postponed 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 which started on April 25th 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 nd & 3 rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) | THIS WEEKEND 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 nd floor 5/2/2019: Completed 38 PC and 38 pin pad moves on 4/27 for the 3 rd Floor Still have more on the 3 rd floor and many more on the 2 nd floor |
| 3 | Idemia Maintenance Window for | 1. UAT Patching, Friday, June 14 | NO prolonged | Proposed UAT patching date has |

| | | | | |
|--|---------------------------|--|---|---|
| | Operating System Patching | from 8 AM – 12 noon (or until finished) 2 Production Patching, Sunday, June 23 from 7 AM – until complete | interruption of service; however, brief disruptions may occur | 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

<!--[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

- 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 COMPLETE 2 Merge SSD storage to create optimized aggregates o May 9th 6pm – 10pm COMPLETE 3 Configure 8200 SAS controllers o May 16th 6pm – 10pm COMPLETE 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 Postponed 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 which started on April 25th 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 nd & 3 rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) | THIS Weekend 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 nd 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 rd floor and many more on the 2 nd 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

<!--[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

- 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"> • May 3rd 6pm – 10pm COMPLETE 4 Merge SSD storage to create optimized aggregates <ul style="list-style-type: none"> • May 9th 6pm – 10pm COMPLETE 5 Configure 8200 SAS controllers <ul style="list-style-type: none"> • May 16th 6pm – 10pm COMPLETE 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"> • 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 which started on April 25th 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) | THIS WEEKEND 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 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

<!--[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

- 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 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 • May 3rd 6pm – 10pm COMPLETE 2 Merge SSD storage to create optimized aggregates Description Merge original SSD aggregates with new aggregates 3 & 4 to optimize performance Proposed schedule • May 9th 6pm – 10pm COMPLETE 3 Configure 8200 SAS controllers Description Remove the existing SAS controllers and replace them new 8200 controllers Proposed schedule • May 16th 6pm – 10pm 3 Upgrade the Netapp Ontap operating system Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule • 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 which started on April 25th . 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 2 nd & 3 rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) | THIS 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 rd Floor Still have more on the 3 rd floor and many more on the 2 nd 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

- 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 | <p>1 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 o May 3rd 6pm – 10pm</p> <p>1 Merge SSD storage to create optimized aggregates Description Merge original SSD aggregates with new aggregates 3 & 4 to optimize performance Proposed schedule o May 9th 6pm – 10pm</p> <p>2 Configure 8200 SAS controllers Description Remove the existing SAS controllers and replace them new 8200 controllers Proposed schedule o May 16th 6pm – 10pm</p> <p>3 Upgrade the Netapp Ontap operating system Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule o May 23rd 6pm – 10pm</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 which started on April 25th 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 th , 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 nd & 3 rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) | NEXT 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 rd floor and many more on the 2 nd 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

<!--[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

- 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 starting on April 25th 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 nd & 3 rd 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
- <!--[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
- 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
- <!--[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
 - 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 starting on April 25th 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 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>
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

- <!--[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

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 25th**. 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
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>; 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

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

<!--[if !supportLists]--> <!--[endif]-->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 ~~TODAY~~

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=-

<!--[if !supportLists]--> <!--[endif]-->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 | Pending Registrar approval /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

<!--[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 ~~TODAY~~ 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 5th The device shut itself down to prevent data loss We identified the root cause and ordered replacement parts by 4:00am on March 6th 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 (RMV25D)

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;

<!--[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

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

<!--[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
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>
<!--[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 (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
<!--[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

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

<!--[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

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 1st – 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

<!--[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 Peditto 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 – 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 (Approval: Y/N)

4/12/2019 9:14:28 AM

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 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
<!--[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

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(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]--> <!--[endif]-->ALARS Freeze Board (AFB) Candidate: 2014: Changes to No Policy Report
<!--[if !supportLists]--> <!--[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-

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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]-->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)**
<!--[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**

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

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]-->TEMPORARILLY 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

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

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 reimage (q=2)" or "Vendor Resolved"

<!--[if !supportLists]--> <!--[endif]-->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

<!--[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

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]--> Idemia continuing to research internally
<!--[if !supportLists]--> <!--[endif]--> 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

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

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: [Riley, Judith \(DOT\)](#)
To: [Deveney, Erin \(DOT\)](#); [Lavoie, Sara \(DOT\)](#)
Cc: [Goddard, Jacquelyn \(DOT\)](#); [Palladino, Edward \(DOT\)](#)
Subject: RE: 7 News Question
Date: Friday, June 14, 2019 3:45:55 PM

Hi Registrar and Sara,

I am just circling back on this request.

Thank you very much.

Judi

From: Riley, Judith (DOT)
Sent: Thursday, June 13, 2019 11:35 AM
To: Deveney, Erin (DOT) <Erin.Deveney@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: 7 News Question

Hi Registrar and Sara,

Mary Schwager has two follow-up question on facial recognition. Would you please help?

Thank you very much.

Judi

From: Mary Schwager <mschwager@whdh.com>
Sent: Wednesday, June 12, 2019 4:51 PM
To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>
Cc: Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>
Subject: RE: 7 News Question

Thank you.

Have any audits been done of the facial recognition system?

And if the facial recognition system identifies someone incorrectly how does that get reported?

From: Riley, Judith Reardon (DOT) [<mailto:judith.reardon.riley@state.ma.us>]
Sent: Friday, June 7, 2019 7:57 PM
To: Mary Schwager <mschwager@whdh.com>
Cc: Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>
Subject: 7 News Question

Hi Mary,

Please find below and attached the requested information.

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). If law enforcement wishes to have an image processed through the RMV's facial recognition system, an official request needs to be submitted.

Thanks,

Judi

From: Mary Schwager <mschwager@whdh.com>
Sent: Monday, June 3, 2019 11:51 AM
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

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>
Cc: Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>; Palladino, Edward (DOT) <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>
Cc: Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>; Palladino, Edward (DOT) <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>
Date: May 21, 2019 at 3:29:06 PM EDT
To: "Riley, Judith Reardon (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

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>
Cc: Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>; Palladino, Edward (DOT) <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>
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: [Boyle, Christopher \(DOT\)](#)
To: [Gawron, Stephen \(POL\)](#)
Cc: [Range, Scott \(POL\)](#); [Thibault, Amy \(POL\)](#)
Subject: Weekly Stats 06-15-19
Date: Friday, June 14, 2019 11:51:00 AM
Attachments: [image001.png](#)

Captain,

Weekly FIU stats for week ending 06-15-19:

Arrests: 0

Members of the FIU have been working with the Norfolk County DA's office to compile charges against [REDACTED].

The FIU received 3 new State To State referrals to be investigated.

Facial Recognition stats:

Automated Matches: 4967
Data Errors: 46
Criminal Cases: 6
Agency Assists: 0

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
cell: 781-738-7286



From: [Newton, Mark \(DOT\)](#)
To: [Deveney, Erin \(DOT\)](#); [Bedard, David \(DOT\)](#)
Cc: [Newton, Mark \(DOT\)](#)
Subject: Registrar/IT Weekly Check in
Date: Friday, June 14, 2019 9:48:04 AM

Good Friday Morning Registrar and David,

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

Sorry about the printing problem this AM, a server became unresponsive housing a print server application known as Thin Print. The impact was felt by any users who were mapped to the server who were attempting to print through Microsoft Windows or a Windows application (including Citrix users). The problem was quickly reported and identified and the server was quickly restarted which resolved the problem, and is being monitored.

Have a great day and weekend!

-Mark

-

Watertown RMV Service Center Move

- Successful opening Monday, June 10, 2019
- No known outstanding issues

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
- MVN installation scheduled Thursday, June 20, 2019
- Q-FLOW AV scheduled for Friday, June 21, 2019
- IT Walkthrough with RMV business scheduled for Thursday, June 20, 2019, 1 PM

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 customer impact expected
- Contingency responses are being planned in case of an unexpected incident

###

Miscellaneous

- Maintenance –Generally-

| Item | Description | Date/Timeframe | Service Impacting | Comments |
|------|---|---|--|---|
| 1 | General Services: Scheduled Power Outages in Danvers -Complete- and Fall River RMV Service Centers | Fall River RMV Service Center Saturday, June 15, 2019 the power is scheduled to be shut down once, at 07:00 AM. The expected duration of the scheduled power outage is estimated to be eight (8) to ten (10) hours. | | Suggest that certain RMV staff be requested to arrive fifteen to thirty minutes early on Monday in Fall River, just to make sure that some testing is performed prior to opening to mitigate both risk and time factors, just in case a problem is detected and requires mediation. |
| 2 | 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, <u>Enforcement Services</u> and conditionally approved; Proposed Production date has been reviewed by ATLAS (<u>conditionally approved</u>) and is awaiting approval from MSP via Enforcement Services |

6/14/2019 9:45 AM

From: Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>
Sent: Friday, June 7, 2019 9:38 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 Morning Registrar, Dave,

Below please find today's updates for consideration during this morning's scheduled 10 AM call. Thank you.

Best,
Mark

Watertown RMV Service Center Move

- Official opening date: Monday, June 10, 2019 - moving will commence after COB -Today- Friday, June 7, 2019
- 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 customer impact expected
- Contingency responses are being planned in case of unexpected incident

###

Miscellaneous

- 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 <pending removal if without updates> | <ol style="list-style-type: none"> 1 Add new SSD storage capacity <ul style="list-style-type: none"> o May 3rd 6pm – 10pm COMPLETE 2 Merge SSD storage to create optimized aggregates <ul style="list-style-type: none"> o May 9th 6pm – 10pm COMPLETE 3 Configure 8200 SAS controllers <ul style="list-style-type: none"> o May 16th 6pm – 10pm COMPLETE* 4 Upgrade the Netapp Ontap operating system <ul style="list-style-type: none"> o Description: Upgrade Ontap OS from version 9.3 to 9.5 o Proposed schedule: <ul style="list-style-type: none"> o May 23rd 6pm – 10pm o Postponed 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 which started on April 25th . 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 2nd & 3rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) <pending removal if without updates> | THIS Weekend 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: 06/07/2019: No additional work has taken place. 5/30/2019: No additional work has taken place. 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 the 3rd floor and many more on the 2nd floor. |
| 3 | Idemia Maintenance Window for Operating System Patching | <ol style="list-style-type: none"> 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, Enforcement Services and conditionally approved; Proposed Production date has been reviewed by ATLAS (conditionally approved) and is awaiting approval from MSP via Enforcement Services. |

6/7/2019 9:26 AM

From: Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>
Sent: Friday, May 31, 2019 2:10 PM
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: RE: Registrar/IT Weekly Check in

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
 (Office) 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 COMPLETE 2 Merge SSD storage to create optimized aggregates o May 9th 6pm – 10pm COMPLETE 3 Configure 8200 SAS controllers o May 16th 6pm – 10pm COMPLETE 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 Postponed 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 which started on April 25th . 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 nd & 3 rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) | THIS Weekend 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 nd floor 5/2/2019: Completed 38 PC and 38 pin pad moves on 4/27 for the 3 rd Floor. Still have more on the 3 rd floor and many more on the 2 nd 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, | 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; |

| | | |
|--|------------------------------------|---|
| | June 23 from 7 AM – until complete | 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 | <ol style="list-style-type: none"> 1 Add new SSD storage capacity <ul style="list-style-type: none"> o May 3rd 6pm – 10pm COMPLETE 2 Merge SSD storage to create optimized aggregates <ul style="list-style-type: none"> o May 9th 6pm – 10pm COMPLETE 3 Configure 8200 SAS controllers <ul style="list-style-type: none"> o May 16th 6pm – 10pm COMPLETE 4 Upgrade the Netapp Ontap operating system <ul style="list-style-type: none"> Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule <ul style="list-style-type: none"> o May 23rd 6pm – 10pm o Postponed 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 which started on April 25th . 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 (CHG0037595) | THIS Weekend 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 2nd floor. 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. |
| 4 | Idemia Maintenance Window for Operating System Patching | <ol style="list-style-type: none"> 1 Proposed 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) |

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 • May 3rd 6pm – 10pm COMPLETE 4 Merge SSD storage to create optimized aggregates • May 9th 6pm – 10pm COMPLETE 5 Configure 8200 SAS controllers • May 16th 6pm – 10pm COMPLETE 6 Upgrade the Netapp Ontap operating system Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule • 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 which started on April 25th . 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) | THIS Weekend 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 | 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. |

| | | | |
|--|--|------------------|--|
| | | PCI switch stack | |
|--|--|------------------|--|

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 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 • May 3rd 6pm – 10pm COMPLETE 2 Merge SSD storage to create optimized aggregates Description Merge original SSD aggregates with new aggregates 3 & 4 to optimize performance Proposed schedule • May 9th 6pm – 10pm COMPLETE 3 Configure 8200 SAS controllers Description Remove the existing SAS controllers and replace them new 8200 controllers Proposed schedule • May 16th 6pm – 10pm 3 Upgrade the Netapp Ontap operating system Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule • 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 which started on April 25th 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) | THIS 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 |

5/10/2019 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 | <p>1 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 o May 3rd 6pm – 10pm</p> <p>1 Merge SSD storage to create optimized aggregates Description Merge original SSD aggregates with new aggregates 3 & 4 to optimize performance Proposed schedule o May 9th 6pm – 10pm</p> <p>2 Configure 8200 SAS controllers Description Remove the existing SAS controllers and replace them new 8200 controllers Proposed schedule o May 16th 6pm – 10pm</p> <p>3 Upgrade the Netapp Ontap operating system Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule o May 23rd 6pm – 10pm</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 which started on April 25th 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 th , 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 nd & 3 rd | NEXT weekend..... | No citizen downtime is expected – However: For anyone working on | Update: 5/2/2019: ... Completed 38 PC and 38 pin pad moves on 4/27 for the |

| | | | | |
|--|--|--|--|---|
| | floor data closet and MDF room at Quincy Headquarters (CHG0037595) | Saturday, May 11, 2019 from 09:00 AM to 04 00 PM | Saturday, during these hours, there will be minor interruptions to their PC as we migrate them to the new PCI switch stack | 3rd Floor Still have more on the 3 rd floor and many more on the 2 nd 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 starting on April 25th 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 nd & 3 rd 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 starting on April 25th 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 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>
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 DI/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 |
|-----------------------------|----------------|-------------------|----------|
| CHG0037396 – Migrate Citrix | | No Citrix | |

- | | | | | |
|---|--|-----------------------------------|---|---|
| 1 | 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 | 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 25th . 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

- 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 | 04-07-2019 03:00 AM - | Yes; no RMV payment transactions from 3 – 4 AM; (4-5 | Part II of II, /Testers scheduled/Mark has sent notification 4/3/19 |

| | | | | |
|---|--|-----------------------------------|-------------------------|---|
| | new equipment in Suite 8150 | 05:00 AM | Testing/Monitoring) | |
| 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 | Pending Registrar approval /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 To mitigate risk, EOTSS would like |

| | | | | |
|---|--|-----|--------------------------------|---|
| 3 | <p>EOTSS to perform non-disruptive maintenance on the Netapp storage environment The maintenance is required to update the environment to support Atlas R2</p> | TBD | <p>No downtime is expected</p> | <p>to schedule this effort as an eight -8- hour window outside of business hours /Testers aware but not yet scheduled/Mark to send notification</p> |
|---|--|-----|--------------------------------|---|

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 5th The device shut itself down to prevent data loss We identified the root cause and ordered replacement parts by 4 00am on March 6th 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 (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

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

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 1st – 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
 - 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

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

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-

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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 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**

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)
 - 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 (QHO)

- 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

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

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
-

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 Combuys 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

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

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: [Dionne, Robert \(DOT\)](#)
To: [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#); [Mulcahy, Sheila \(DOT\)](#)
Subject: FW: DOT - Active (Open) Req Details
Date: Friday, June 14, 2019 7:02:19 AM
Attachments: [DOT - Active \(Open\) Requisition Detail.xlsx](#)

From: Oracle Business Intelligence
Sent: Friday, June 14, 2019 7:00:52 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 Reardon \(DOT\)](#)
To: [Finlaw, Sarah \(GOV\)](#)
Cc: [Riley, Judith \(DOT\)](#); [Goddard, Jacquelyn \(DOT\)](#)
Subject: Re: MassDOT EOD
Date: Thursday, June 13, 2019 8:00:58 PM

Sure. I am hoping to have some information tomorrow.

Sent from my iPhone

On Jun 13, 2019, at 7:46 PM, Finlaw, Sarah (GOV) <sarah.finlaw@MassMail.State.MA.US> wrote:

Please keep me updated on the facial recognition request

Sarah Finlaw

Deputy Communications Director
Governor Charlie Baker
sarah.finlaw@state.ma.us
Office: [\(617\) 725-4025 ext. 35415](tel:(617)725-4025)
Cell: [\(857\) 262-7102](tel:(857)262-7102)

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RED LINE SERVICE UPDATE FOR THURSDAY AND FRIDAY

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Cc: [Riley, Judith Reardon \(DOT\)](mailto:Riley.JudithReardon@dot.state.ma.us); [Goddard, Jacquelyn \(DOT\)](mailto:Goddard.Jacquelyn@dot.state.ma.us)
Subject: Re: MassDOT EOD
Date: Thursday, June 13, 2019 8:00:04 PM

Sure. I am hoping to have some information tomorrow.

Sent from my iPhone

On Jun 13, 2019, at 7:46 PM, Finlaw, Sarah (GOV) <sarah.finlaw@MassMail.State.MA.US> wrote:

Please keep me updated on the facial recognition request

Sarah Finlaw

Deputy Communications Director

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From: [Greene, Joel \(DOT\)](#)
To: [Nordsiek, Stefan \(DOT\)](#)
Subject: FW: US Attorney's Cyber Weekly Thursday 13 JUN 2019
Date: Thursday, June 13, 2019 5:28:51 PM
Attachments: [Cyber Weekly Summary 13 JUN 2019.doc](#)

From: Thomas, Paul
Sent: Thursday, June 13, 2019 5:20:49 PM (UTC-05:00) Eastern Time (US & Canada)
To: issecurity.dl-mtn@imc4.ems.lmco.com
Subject: FW: US Attorney's Cyber Weekly Thursday 13 JUN 2019

From: Pires, Brian (USARI) <Brian.Pires@usdoj.gov>
Sent: Thursday, June 13, 2019 1:07 PM
To: Weisman, Aaron (USARI) <Aaron.Weisman@usdoj.gov>; Myrus, Richard (USARI) <Richard.Myrus@usdoj.gov>; Ferland, William (USARI) <William.Ferland@usdoj.gov>; Hebert, Sandra (USARI) <Sandra.Hebert@usdoj.gov>; Daly, Paul (USARI) 2 <Paul.Daly@usdoj.gov>; Donnelly, Terrence (USARI) <Terrence.Donnelly@usdoj.gov>
Subject: EXTERNAL: US Attorney's Cyber Weekly Thursday 13 JUN 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 Attorney's ATAC
District of Rhode Island
(401) 714-4284

From: [Riley, Judith \(DOT\)](#)
To: [Pesaturo, Joe D \(MBTA\)](#); [Battiston, Lisa \(DOT\)](#)
Cc: [Goddard, Jacquelyn \(DOT\)](#)
Subject: MassDOT EOD 5:01 p.m.
Date: Thursday, June 13, 2019 5:25:01 PM

Any final changes?

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To: [Riley, Judith \(DOT\)](#)
Subject: RE: MassDOT EOD 5:01 p.m.
Date: Thursday, June 13, 2019 5:18:00 PM

Please note I have no edits. Thanks

From: Riley, Judith (DOT)
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BOSTON GLOBE AND OTHER OUTLETS

- A Boston Globe columnist and other reporters were sent this information today at 4:45 p.m. about repairs to Red Line infrastructure: “MBTA crews are making progress in repairing damaged track, third rail, signals, switches, and bungalows on impacted portions of the Red Line. This includes the following repairs and updates: All track repair work is complete, including repair and replacement of the third rail; Progress has been made to repair wires and cables in the JFK/UMass area; During the derailment, heavy damage was sustained in a specific switch and signals area at JFK/UMass where the Ashmont and Braintree branches diverge on the Red Line. Work continues in this area by the MBTA’s Power, Signal, and Track Departments and every effort is being made to expedite the work as safely as possible; The MBTA will run test trains through the affected area this weekend. These tests will determine when Braintree branch service will resume through JFK/UMASS; Additional power and signal work is continuing.”

BOSTON GLOBE, BOSTON HERALD, WBUR FM

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BOSTON MAGAZINE

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<https://www.mbta.com/sites/default/files/fmcb-meeting-docs/2018/october/2018-10-01-fmcb-blue-line-modernization.pptx>

MULTIPLE OUTLETS

- MassDOT issued an advisory today regarding bridge maintenance operations on I-90 westbound in Russell in the coming week. The advisory stated, in part: Deck repair work will take place at mile marker 32.9 westbound in Russell. There will be intermittent lane closures on Monday, June 17, through Thursday, June 20, between 7:00 a.m. and 5:00 p.m. Travel will be maintained on I-90 at all times during the scheduled work.

From: [Ariely, Michael \(DOT\)](#)
To: [Guarino, Sarah \(DOT\)](#)
Subject: RE: Recs to SPEX
Date: Thursday, June 13, 2019 5:02:00 PM

Received. Thank you!

(Also, you need to change your signature...)

Sarah Guarino
Facial Recognition Analyst (PC1)
Enforcement Services Unit, MassDOT/RMV
Direct:
Fax:
Email:

From: Guarino, Sarah (DOT)
Sent: Thursday, June 13, 2019 5:01 PM
To: Ariely, Michael (DOT)
Subject: Recs to SPEX

Sarah Guarino CSR II
Haymarket Service Center
MassDOT RMV Division

From: [Battiston, Lisa \(DOT\)](#)
To: [Pesaturo, Joe D \(MBTA\)](#); [Riley, Judith \(DOT\)](#)
Subject: Re: MassDOT EOD Final Draft
Date: Thursday, June 13, 2019 4:57:19 PM

Sure thing:

Boston Magazine

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Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

From: "Pesaturo, Joe" <JPesaturo@MBTA.com>
Date: 6/13/19 4:53 PM (GMT-05:00)
To: "Riley, Judith (DOT)" <JudithReardon.Riley@dot.state.ma.us>, "Battiston, Lisa (DOT)" <Lisa.Battiston@dot.state.ma.us>
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Lisa – would you include the Boston Mag item about our twitter wager with St. Louis Metro?

From: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>
Sent: Thursday, June 13, 2019 4:42 PM
To: Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>; Pesaturo, Joe <JPesaturo@MBTA.com>; Battiston, Lisa (DOT) <lisa.battiston@state.ma.us>
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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: [Pesaturo, Joe](#)
To: [Riley, Judith Reardon \(DOT\)](#); [Battiston, Lisa \(DOT\)](#)
Subject: MassDOT EOD Final Draft
Date: Thursday, June 13, 2019 4:54:52 PM

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This email has been scanned by Proofpoint and contains no viruses or malware.

From: [Pesaturo, Joe](#)
To: [Riley, Judith \(DOT\)](#); [Battiston, Lisa \(DOT\)](#)
Subject: MassDOT EOD Final Draft
Date: Thursday, June 13, 2019 4:53:24 PM

Lisa – would you include the Boston Mag item about our twitter wager with St. Louis Metro?

From: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>
Sent: Thursday, June 13, 2019 4:42 PM
To: Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>; Pesaturo, Joe <JPesaturo@MBTA.com>; Battiston, Lisa (DOT) <lisa.battiston@state.ma.us>
Subject: MassDOT EOD Final Draft

RED LINE SERVICE UPDATE FOR THURSDAY AND FRIDAY

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BOSTON GLOBE

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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: [Riley, Judith \(DOT\)](#)
To: [Goddard, Jacquelyn \(DOT\)](#); [Pesaturo, Joe D \(MBTA\)](#); [Battiston, Lisa \(DOT\)](#)
Subject: MassDOT EOD 4:47 p.m.
Date: Thursday, June 13, 2019 4:48:38 PM

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BOSTON GLOBE AND OTHER OUTLETS

- A Boston Globe columnist and other reporters were sent this information today at 4:45 p.m. about repairs to Red Line infrastructure: “MBTA crews are making progress in repairing damaged track, third rail, signals, switches, and bungalows on impacted portions of the Red Line. This includes the following repairs and updates: All track repair work is complete, including repair and replacement of the third rail; Progress has been made to repair wires and cables in the JFK/UMass area; During the derailment, heavy damage was sustained in a specific switch and signals area at JFK/UMass where the Ashmont and Braintree branches diverge on the Red Line. Work continues in this area by the MBTA’s Power, Signal, and Track Departments and every effort is being made to expedite the work as safely as possible; The MBTA will run test trains through the affected area this weekend. These tests will determine when Braintree branch service will resume through JFK/UMASS; Additional power and signal work is continuing.”

BOSTON GLOBE, BOSTON HERALD, WBUR FM

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From: [Riley, Judith \(DOT\)](#)
To: [Goddard, Jacquelyn \(DOT\)](#); [Pesaturo, Joe D \(MBTA\)](#); [Battiston, Lisa \(DOT\)](#)
Subject: MassDOT EOD Final Draft
Date: Thursday, June 13, 2019 4:42:08 PM

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From: [Battiston, Lisa \(DOT\)](#)
To: [Goddard, Jacquelyn \(DOT\)](#)
Cc: [Riley, Judith \(DOT\)](#); "[Joe Pesaturo](#)"
Subject: RE: EOD June 13 First Draft
Date: Thursday, June 13, 2019 4:31:00 PM

Hi, Judi – please also include this in the Derailment item:

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To: Goddard, Jacquelyn (DOT)
Cc: Riley, Judith (DOT)
Subject: RE: EOD June 13 First Draft

Sure thing – this is finalized but hasn't gone out in a press release yet:

Thursday evening and Friday morning & evening service update:

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Sent: Thursday, June 13, 2019 3:51 PM
To: Battiston, Lisa (DOT)
Cc: Riley, Judith (DOT)
Subject: FW: EOD June 13 First Draft

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Sent: Thursday, June 13, 2019 3:49 PM

To: Battiston, Lisa (DOT); Bernice Freedman; Goddard, Jacquelyn (DOT); Jessen, Klark (DOT); jmeigan@massport.com; Marvin, Patrick (DOT); Pesaturo, Joe D (MBTA); Riley, Judith (DOT); Sam Hooper; Verseckes, Michael (MBTA)

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To: [Goddard, Jacquelyn \(DOT\)](#); [Pesaturo, Joe D \(MBTA\)](#); [Marvin, Patrick \(DOT\)](#); [Battiston, Lisa \(DOT\)](#)
Subject: EOD June 13 Final Draft
Date: Thursday, June 13, 2019 4:04:45 PM

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To: [Pesaturo, Joe D \(MBTA\)](#); [Battiston, Lisa \(DOT\)](#)
Cc: [Goddard, Jacquelyn \(DOT\)](#)
Subject: RE: EOD June 13 First Draft
Date: Thursday, June 13, 2019 3:59:29 PM

I will hold this item. Just let me know when you would like to include it in the EOD.

From: Pesaturo, Joe <JPesaturo@MBTA.com>
Sent: Thursday, June 13, 2019 3:52 PM
To: Battiston, Lisa (DOT) <Lisa.Battiston@dot.state.ma.us>; Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>
Cc: Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>
Subject: RE: EOD June 13 First Draft

Why don't we hold this item until we get closer to when the story will run

Boston Globe

Today Deputy General Manager Jeff Gonneville spoke with Kellen Browning regarding the Battery Electric Bus (BEB) prototypes, the first of which are currently undergoing testing. Gonneville noted these buses are the first 100% completely electric buses, which will begin to go into revenue service at the end of July. Testing is going well so far and the T will continue to monitor them for about two years after they enter service with attention paid to reliability and battery performance. The buses were acquired with a \$10 million federal grant. Weight testing is being performed to simulate passenger loads with attention paid to braking, acceleration, handling, energy consumption, and more. Sand bags and 55-gallon water-filled drums are used during this weight testing. Other tests include how the buses perform in snowy conditions, heating/cooling performance, and how long a charge lasts -- estimates during tests show a 130-mile range. Gonneville also described the T's legacy of sustainable operations dating back to the early 2000s, the operation of half electric / half diesel buses, and the procurement of 194 New Flyer hybrid buses. Browning has also requested to visit the BEB testing with a photographer, which is currently being scheduled.

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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.

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To: [Battiston, Lisa \(DOT\)](#); [Riley, Judith \(DOT\)](#)
Cc: [Goddard, Jacquelyn \(DOT\)](#)
Subject: RE: EOD June 13 First Draft
Date: Thursday, June 13, 2019 3:52:48 PM

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Cc: [Goddard, Jacquelyn \(DOT\)](#)
Subject: RE: EOD June 13 First Draft
Date: Thursday, June 13, 2019 3:51:38 PM

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From: [Goddard, Jacquelyn \(DOT\)](#)
To: [Battiston, Lisa \(DOT\)](#)
Cc: [Riley, Judith \(DOT\)](#)
Subject: FW: EOD June 13 First Draft
Date: Thursday, June 13, 2019 3:51:08 PM

Lisa....please when it is finalized...send to Judi today's MBTA press release stating Thursday afternoon and Friday service. Please shorten. Thanks.

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Date: Thursday, June 13, 2019 3:50:00 PM

Hi, Judi – please see the below – we will also likely have more on the Derailment item...

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- The MBTA sent out a press release Wednesday afternoon which stated, in part: The incident car involved in a Red Line derailment on Tuesday morning, June 11, was re-railed last night and has been removed from the JFK/UMass area. During the derailment, the train struck and damaged multiple signal “bungalows” outside of JFK/UMass that house Red Line signal system hardware and equipment. This equipment controls the intricate system of track, signals, and switches where the Ashmont and Braintree branches diverge on the Red Line. Without the signal system, each Red Line train must be given permission to proceed from one station to the next with personnel along the tracks physically directing trains’ routing. This manual process is necessary to allow trains to safely move along tracks, though it does take an additional amount of time and trains will continue to operate at reduced speeds and proceed slowly in affected areas. Without working and accurate signals, communications data that provides information on train tracking, to GPS apps, and to the MBTA’s countdown clocks are also inaccurate. As a result, Red Line countdown clocks have been temporarily turned off to avoid displaying inaccurate predictions. To facilitate the ongoing signal repair work, the MBTA suspended Red Line service from 11 a.m. to about

1:30 p.m. earlier today with shuttle buses provided between North Quincy and JFK/UMass. With power to the third rail shut off, workers from the Power, Signal, and Track Departments were able to safely isolate a section of the track right-of-way. This allowed for work to safely progress in order to begin repairs to the third rail, switches, signals, track, power feeds, and cables. Other points made: today's earlier shuttle buses have been phased out and train service has already resumed, Braintree branch customers will continue to change trains at JFK/UMass for continuing Red Line service, service has resumed for Ashmont-bound customers and customers will not need to switch trains at JFK/UMass. Customers should plan an additional 20 minutes of commuting time, and similar to yesterday evening and this morning, the Commuter Rail will operate supplemental outbound service this evening and inbound service Thursday morning between South Station, JFK/UMass, Quincy Center, and Braintree. A Commuter Rail schedule for Friday will be released tomorrow.

BOSTON GLOBE

- General Manager Poftak and Deputy General Manager Gonneville spoke to reporter Vernal Coleman Wednesday evening regarding the status of Red Line service and repairs to infrastructure following the derailment at JFK/UMass Station on Tuesday, June 11. Points made included:
 - The assessment of infrastructure damage is not yet complete.
 - Damage occurred to several infrastructure elements, including the third rail, switch system and to the vehicle involved.
 - A design build contract had already been executed recently for some Red Line infrastructure and under the contract the “signal bungalows” were planned to be moved further off the track corridor for resiliency reasons and to make them accessible for maintenance at all hours.
 - In terms of Red Line service, Braintree branch customers will continue to change trains at JFK/UMass and supplemental Commuter Rail trains will operate between South Station, JFK/UMass, Quincy Center, and Braintree tonight and Thursday morning. Further service updates will be provided on Thursday.
 - In response to a question from the reporter, the GM stated that the fare increase scheduled to go into effect July 1, will go ahead and the revenue anticipated from the fare increase is included in the FY20 budget.

- General Manager Poftak spoke to reporter Matt Stout Wednesday evening as Stout said he was working on a story about whether the MBTA needs more money for state of good repair projects. In response to questions, the GM stated:
 - The MBTA is in the process of spending \$950 million in FY19 and, this past Monday, a goal was set to spend \$1.4 billion in FY20. “One challenge is that we can’t do everything at once. We are operating a system in a major metropolitan area” and we must sequence projects in such a way as we can still run the service our customers need while making essential capital improvements.
 - The MBTA has been very proactive in recent years in being more strategic about getting a higher volume of capital projects done and getting them done faster. Examples include weekday late evening and weekend Green Line train shutdowns while customers are accommodated on bus shuttles.
 - We have already identified \$9.4 billion in revenue which we can use on capital projects over the next five years, “That is what we’re focused on.”
 - In addition, the MBTA has underway now a \$2 billion spend to improve the Red and Orange Lines which will “come to fruition in the next three years” and, “I’d like to emphasize,” that these are not projects we may do, these are projects which we have

full funding for, which will be done and which will mean “real tangible progress for the MBTA” customer.

- Yesterday, Katie Johnston inquired about The Wing advertisements, saying, “they tell me the MBTA rejected their ads.” Yesterday, Johnston was provided a copy of the MBTA’s Guidelines Regulating MBTA Advertising and informed that the MBTA deemed two of five ads proposed by The Wing to not be in compliance and the advertiser was encouraged to revise the two ads (a standard and established procedure), which the advertiser did. Revised ads are now posted throughout the MBTA’s system. In response to which standard it was not in compliance with, Johnston was today informed that it was: “(i) Demeaning or disparaging. The advertisement contains material that demeans or disparages an individual or group of individuals. For purposes of determining whether an advertisement contains such material, the MBTA will determine whether a reasonably prudent person, knowledgeable of the MBTA’s ridership and using prevailing community standards, would believe that the advertisement contains material that ridicules or mocks, is abusive or hostile to, or debases the dignity or stature of, an individual or group of individuals.”

BOSTON GLOBE, BOSTON HERALD, WBUR FM

- In response to questions from reporters who asked when will “normal” Red Line service return, this comment was sent Wednesday night: “The repair assessments are currently underway and we will continue to keep riders updated.”

BOSTON HERALD

- A reporter and photographer attended the public meeting of the Massport Preliminary Search Committee today and then the meeting went into Executive Session. When the meeting ended, the Herald was provided 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.”

WHDH

- A reporter, who continues to ask questions about the Registry’s use of facial recognition, asked today: “Have any audits been done of the facial recognition system? And if the facial recognition system identifies someone incorrectly how does that get reported?” This request is pending.

WBZ TV, PATRIOT LEDGER

- Reporters with these outlets requested and received the driving record for a resident of Duxbury.

WGBH NEWS

- A reporter with this outlet requested information on the Blue Line Vulnerability Assessment. She was provided with links to the FMCB meeting presentations from June 6,

2019 and October 1, 2018 and was directed toward the information on the Blue Line within these presentations.

The links:

<https://cdn.mbta.com/sites/default/files/fmcb-meeting-docs/2019/06-june/2019-06-10/accessible/2019-06-10-fmcb-K1-resiliency-accessible.pdf>

<https://www.mbta.com/sites/default/files/fmcb-meeting-docs/2018/october/2018-10-01-fmcb-blue-line-modernization.pptx>

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 13 First Draft
Date: Thursday, June 13, 2019 3:49:21 PM

MISCELLANEOUE MEDIA OUTLETS

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<https://cdn.mbta.com/sites/default/files/fmcb-meeting-docs/2019/06-june/2019-06-10/accessible/2019-06-10-fmcb-K1-resiliency-accessible.pdf>

<https://www.mbta.com/sites/default/files/fmcb-meeting-docs/2018/october/2018-10-01-fmcb-blue-line-modernization.pptx>

From: [Wilczynski, Kristin \(POL\)](#)
To: [Boyle, Christopher \(DOT\)](#)
Subject: Facial Recognition Scrutinized in Massachusetts Legislature
Date: Thursday, June 13, 2019, 12:39:36 PM

https://www.govtech.com/products/Facial-Recognition-Scrutinized-in-Massachusetts-Legislature.html?utm_term=Facial%20Recognition%20Scrutinized%20in%20Massachusetts%20Legislature&utm_campaign=North%20Dakota%20Plans%20Statewide%20Drone%20Air%20Traffic%20Control&utm_content_email&utm_source=Act-On+Software&utm_medium=email

From: [Williams, Elizabeth E. \(DOT\)](#)
To: [Paget-Seekins, Laurel \(MBTA\)](#)
Subject: Internal stakeholder meeting notes
Date: Thursday, June 13, 2019 12:33:00 PM
Attachments: [Privacy Policy Stakeholders Meeting Notes 6-7.docx](#)

Laurel,

Attached are notes that Chris Henchey (TPG intern) took at the internal stakeholder meeting last Friday. The major takeaway from each issue area are:

Opt-In/Opt-Out

This conversation was related to Kandy's proposal for a default opt-in. Instead, the collective feeling was that best practice is giving people the option of what they want to opt-in to at time of registration, be that customer communications beyond T Alerts or notices about public comment periods, fare increases, etc.

Data classes

The feeling was that there may be some redundancy in the table. And that we need to be clearer about what data we give to vendors and other third parties. The RIDE may be a special case, could use more investigation.

Law Enforcement Access

Just a review of our position, no real discussion here

Records Retention

Setting a timeline is simple but activating this policy will be far more complicated - - *a lot of this was covered in our CIO/CISO meeting*

With respect to next steps – I recommend that we remove the sections that Kandy proposed and rest on the current draft as the most recent until we refine the retention stuff more. I am planning on putting together a small abstract of what I heard in the meeting, i.e. what the exercise of doing a 'pilot' on the Charlie Card store and the RIDE data would entail and what we are looking to test or evaluate. How does that sound?

Liz

Elizabeth Williams, PhD
Director of Data and Policy
Office of Transportation Planning
Massachusetts Department of Transportation
elizabeth.e.williams@dot.state.ma.us

From: [REDACTED]
To: [Ariely, Michael \(DOT\)](#)
Subject: RE: Plates & [REDACTED]
Date: Thursday, June 13, 2019 11:54:19 AM
Attachments: [image001.png](#)

Thanks so much for your response, Michael. Sorry to hear about your staffing shortage! Definitely know what that's like. I hope you start to get over the hump soon.

Thanks!

From: Ariely, Michael (DOT) [mailto:michael.ariely2@state.ma.us]
Sent: Thursday, June 13, 2019 11:30 AM
To: [REDACTED]@usms.doj.gov>
Cc: [REDACTED]@usms.doj.gov>; [REDACTED]
[REDACTED]@usms.doj.gov>; [REDACTED]@usms.doj.gov>
Subject: RE: Plates & [REDACTED]
Importance: High

Hi [REDACTED], we are experiencing an unexpected and severe staffing shortage. Our unit deals with various things, but mainly we run the state's facial recognition unit which has taken a tremendous amount of staffing resources due to the unexpected shortage.

I apologize for this unusually extreme delay. We brought [REDACTED] in to assist with the communication traffic... we are starting to gain momentum again though there is a learning curve we are going through with people now filling these temporarily appointed slots.

Your [REDACTED] were just processed today and are in the mail.

Thank you, and please let me know if you have any questions.

Mike

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



From: [REDACTED] (USMS) [REDACTED]@usdoj.gov]
Sent: Wednesday, June 12, 2019 11:23 AM
To: Ariely, Michael (DOT)
Cc: [REDACTED]
Subject: RE: Plates & [REDACTED]

Hi Michael,

I would like to follow up on the below email. Please let me know if there is someone else I should be contacting. We usually deal with [REDACTED], but she directed me to you.

Thanks!

[REDACTED]

From: [REDACTED] (USMS)
Sent: Monday, June 10, 2019 2:10 PM
To: michael.ariely2@state.ma.us
Cc: [REDACTED]@usms.doj.gov>; [REDACTED]
[REDACTED]i@usms.doj.gov>
Subject: FW: Plates & [REDACTED]

Good afternoon Michael,

I am hoping that you can provide us with a status of the attached [REDACTED] request, as it is my understanding that [REDACTED] isn't operating out of your office much anymore.

I emailed [REDACTED] the attached packet on 05/22 and sent in the hard copies on the same day. Can you please let me know if you received or not?

Thanks!

Emily

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

From: [REDACTED] (USMS)
Sent: Wednesday, May 22, 2019 1:47 PM
To: [REDACTED]@state.ma.us>
Cc: [REDACTED]@usms.doj.gov>; [REDACTED]

[REDACTED]@usms.doj.gov>

Subject: Plates & [REDACTED]

Good afternoon [REDACTED],

I have attached a packet for a new [REDACTED].
The physical copies were dropped in the mail today. Please let me know if you need anything else from me.

Thank you,

[REDACTED]

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

From: [Newton, Mark \(DOT\)](#)
 To: [Deveney, Erin \(DOT\)](#)
 Cc: [Bedard, David \(DOT\)](#); [Newton, Mark \(DOT\)](#); [Spriggs, Nicole \(DOT\)](#)
 Subject: RE: UPDATE: Registrar/IT Weekly Check in
 Date: Thursday, June 13, 2019 11:52:42 AM

Good Morning Registrar,

May I let Idemia know they may go forward with the Production patching? Thank you.

Regards,
 Mark

Mark Newton
 (O)ffice 857-368-9828

From: Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>
Sent: Tuesday, June 11, 2019 3:46 PM
To: Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>
Cc: Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>; Bedard, David (DOT) <David.Bedard@dot.state.ma.us>
Subject: UPDATE: Registrar/IT Weekly Check in

Good Afternoon Registrar,

I have received verbal confirmation from Sara Lavoie that MSP has approved of the requested Idemia Maintenance Window for Operating System Patching, or #3 below Are you in agreement, and may I send approval now for the Production Patching on Sunday, June 23 to Idemia so they may plan resources accordingly? I have also spoken with Sara about a need to have a business tester to confirm successful return to service at the completion of the effort on 6/23

Thank you Registrar,
 Mark

| | | | | |
|---|---|--|--|--|
| 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, <u>Enforcement Services</u> and conditionally approved; Proposed Production date has been reviewed by ATLAS (<u>conditionally approved*</u>) and <u>is now conditionally approved* by MSP</u> via Enforcement Services |
|---|---|--|--|--|

* -conditionally approved: subject to the approval of the Registrar

From: Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>
Sent: Friday, June 7, 2019 9:38 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 Morning Registrar, Dave,

Below please find today's updates for consideration during this morning's scheduled 10 AM call Thank you

Best,
 Mark

Watertown RMV Service Center Move

- Official opening date: Monday, June 10, 2019 - moving will commence after COB -Today- Friday, June 7, 2019
- 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 customer impact expected
- Contingency responses are being planned in case of unexpected incident

###

Miscellaneous

- 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 <pending removal if without updates> | 1 Add new SSD storage capacity o May 3rd 6pm – 10pm COMPLETE 2 Merge SSD storage to create optimized aggregates o May 9th 6pm – 10pm COMPLETE 3 Configure 8200 SAS controllers o May 16th 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 which started on April |

| | | | | |
|---|--|---|---|---|
| | | <p>COMPLETE:</p> <p>4 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> <ul style="list-style-type: none"> o May 23rd 6pm–10pm o Postponed TBD | | <p>25th 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 | <p>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 (CHG0037595)</p> <p><pending removal if without updates></p> | <p>THIS Weekend</p> <p>Nothing scheduled</p> | <p>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</p> | <p>Update: 06/07/2019: No additional work has taken place</p> <p>5/30/2019: No additional work has taken place 5/19/2019: ...</p> <p>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</p> <p>Still have more on the 3rd floor and many more on the 2nd floor</p> |
| 3 | <p>Idemia Maintenance Window for Operating System Patching</p> | <p>1 UAT Patching, Friday, June 14 from 8 AM – 12 noon (or until finished)</p> <p>2 Production Patching, Sunday, June 23 from 7 AM – until complete</p> | <p>NO prolonged interruption of service; however, brief disruptions may occur</p> | <p>Proposed UAT patching date has been reviewed by ATLAS and RMV Training, Enforcement Services and conditionally approved;</p> <p>Proposed Production date has been reviewed by ATLAS (conditionally approved) and is awaiting approval from MSP via Enforcement Services</p> |

6/7/2019 9:26 AM

From: Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>
Sent: Friday, May 31, 2019 2:10 PM
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: RE: Registrar/IT Weekly Check in

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

Regards and thanks,
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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 | <ol style="list-style-type: none"> 1 Add new SSD storage capacity <ul style="list-style-type: none"> o May 3rd 6pm – 10pm COMPLETE 2 Merge SSD storage to create optimized aggregates <ul style="list-style-type: none"> o May 9th 6pm – 10pm COMPLETE 3 Configure 8200 SAS controllers <ul style="list-style-type: none"> o May 16th 6pm – 10pm COMPLETE 4 Upgrade the Netapp Ontap operating system <p>Description</p> Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule <ul style="list-style-type: none"> o May 23rd 6pm – 10pm o Postponed 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 which started on April 25th . 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 nd & 3 rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) | THIS Weekend 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 nd floor 5/2/2019: Completed 38 PC and 38 pin pad moves on 4/27 for the 3 rd Floor. Still have more on the 3 rd floor and many more on the 2 nd floor |
| 3 | Idemia Maintenance Window for Operating System Patching | <ol style="list-style-type: none"> 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 | <ol style="list-style-type: none"> 1 Add new SSD storage capacity <ul style="list-style-type: none"> o May 3rd 6pm – 10pm COMPLETE 2 Merge SSD storage to create optimized aggregates <ul style="list-style-type: none"> o May 9th 6pm – 10pm COMPLETE 3 Configure 8200 SAS controllers <ul style="list-style-type: none"> o May 16th 6pm – 10pm COMPLETE 4 Upgrade the Netapp Ontap operating system <ul style="list-style-type: none"> Description: Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule <ul style="list-style-type: none"> o May 23rd 6pm – 10pm o Postponed 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 which started on April 25th . 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 (CHG0037595) | THIS Weekend 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 2nd floor. 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. |
| 4 | Idemia Maintenance Window for Operating System Patching | Proposed <ol style="list-style-type: none"> 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"> • May 3rd 6pm – 10pm COMPLETE 4 Merge SSD storage to create optimized aggregates <ul style="list-style-type: none"> • May 9th 6pm – 10pm COMPLETE 5 Configure 8200 SAS controllers <ul style="list-style-type: none"> • May 16th 6pm – 10pm COMPLETE 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"> • 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 which started on April 25th . 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) | THIS WEEKEND 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 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>1 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 o May 3rd 6pm – 10pm COMPLETE</p> <p>2 Merge SSD storage to create optimized aggregates Description Merge original SSD aggregates with new aggregates 3 & 4 to optimize performance. Proposed schedule o May 9th 6pm – 10pm COMPLETE</p> <p>3 Configure 8200 SAS controllers Description Remove the existing SAS controllers and replace them with new 8200 controllers. Proposed schedule o May 16th 6pm – 10pm</p> <p>3 Upgrade the Netapp Ontap operating system Description Upgrade Ontap OS from version 9.3 to 9.5. Proposed schedule o May 23rd 6pm – 10pm</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 which started on April 25th . 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). | THIS 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. |

5/10/2019 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 | <p>1 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 o May 3rd 6pm – 10pm</p> <p>1 Merge SSD storage to create optimized aggregates Description Merge original SSD aggregates with new aggregates 3 & 4 to optimize performance Proposed schedule o May 9th 6pm – 10pm</p> <p>2 Configure 8200 SAS controllers Description Remove the existing SAS controllers and replace them new 8200 controllers Proposed schedule o May 16th 6pm – 10pm</p> <p>3 Upgrade the Netapp Ontap operating system Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule o May 23rd 6pm – 10pm</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 which started on April 25th . 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 th , 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 nd & 3 rd floor data closet and MDF room at Quincy Headquarters. (CHG0037595) | NEXT 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 rd floor and many more on the 2 nd 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 starting on April 25th 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 nd & 3 rd 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 starting on April 25th . 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 |
|---|--------------------------------------|----------------------------------|--|

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 starting on April 25 th 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

- 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 5th The device shut itself down to prevent data loss We identified the root cause and ordered replacement parts by 4 00am on March 6th 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 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

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 1st – 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

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

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**

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

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

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

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

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

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: [Riley, Judith \(DOT\)](#)
To: [Mary Schwager](#)
Cc: [Goddard, Jacquelyn \(DOT\)](#)
Subject: RE: 7 News Question
Date: Thursday, June 13, 2019 11:35:58 AM

Hi Mary,

I have received your additional questions.

Thanks,

Judi

From: Mary Schwager <mschwager@whdh.com>
Sent: Wednesday, June 12, 2019 4:51 PM
To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>
Cc: Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>
Subject: RE: 7 News Question

Thank you.

Have any audits been done of the facial recognition system?

And if the facial recognition system identifies someone incorrectly how does that get reported?

From: Riley, Judith Reardon (DOT) [<mailto:judith.reardon.riley@state.ma.us>]
Sent: Friday, June 7, 2019 7:57 PM
To: Mary Schwager <mschwager@whdh.com>
Cc: Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>
Subject: 7 News Question

Hi Mary,

Please find below and attached the requested information.

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). If law enforcement wishes to have an image processed through the RMV's facial recognition system, an official request needs to be submitted.

Thanks,

Judi

From: Mary Schwager <mschwager@whdh.com>
Sent: Monday, June 3, 2019 11:51 AM
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

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>
Cc: Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>; Palladino, Edward (DOT) <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>
Cc: Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>; Palladino, Edward (DOT) <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>
Date: May 21, 2019 at 3:29:06 PM EDT
To: "Riley, Judith Reardon (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

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>
Cc: Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>; Palladino, Edward (DOT) <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>

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: [Riley, Judith \(DOT\)](#)
To: [Deveney, Erin \(DOT\)](#); [Lavoie, Sara \(DOT\)](#)
Cc: [Goddard, Jacquelyn \(DOT\)](#); [Palladino, Edward \(DOT\)](#)
Subject: 7 News Question
Date: Thursday, June 13, 2019 11:35:22 AM

Hi Registrar and Sara,

Mary Schwager has two follow-up question on facial recognition. Would you please help?

Thank you very much.

Judi

From: Mary Schwager <mschwager@whdh.com>
Sent: Wednesday, June 12, 2019 4:51 PM
To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>
Cc: Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>
Subject: RE: 7 News Question

Thank you.

Have any audits been done of the facial recognition system?

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From: Riley, Judith Reardon (DOT) [<mailto:judith.reardon.riley@state.ma.us>]
Sent: Friday, June 7, 2019 7:57 PM
To: Mary Schwager <mschwager@whdh.com>
Cc: Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>
Subject: 7 News Question

Hi Mary,

Please find below and attached the requested information.

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). If law enforcement wishes to have an image processed through the RMV's facial recognition system, an official request needs to be submitted.

Thanks,

Judi

From: Mary Schwager <mschwager@whdh.com>
Sent: Monday, June 3, 2019 11:51 AM
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

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>
Cc: Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>; Palladino, Edward (DOT) <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>
Cc: Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>; Palladino, Edward (DOT) <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>
Date: May 21, 2019 at 3:29:06 PM EDT
To: "Riley, Judith Reardon (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

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>
Cc: Goddard, Jacquelyn (DOT) <jacquelyn.goddard@state.ma.us>; Palladino, Edward (DOT) <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>

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: [Winter, Adam \(DOT\)](#)
To: [Gupta, Abhishek N. \(DOT\)](#)
Subject: FW: BIA Project Update Meeting - Follow-Up Activities and Documents
Date: Thursday, June 13, 2019 11:31:00 AM
Attachments: [MassDOT Recovery Capability Document and Criticality Tiers_vF.xlsx](#)
[Recovery Capability Slides_vF.pptx](#)

From: Tramonte, David (Guidehouse)
Sent: Thursday, May 16, 2019 11:23 AM
To: Winter, Adam (DOT) <Adam.Winter@dot.state.ma.us>
Cc: Richard, Hunter (Guidehouse) <Hunter.Richard@dot.state.ma.us>
Subject: RE: BIA Project Update Meeting - Follow-Up Activities and Documents

Hi Adam,

Attached is the final version of the BIA Recovery Capability Document, which is an Excel workbook. The accompanying PowerPoint, also attached, gives an overview of the document's content and the methodology used to create it.

Best,
Dave

From: Hunter Richard <hrichard@guidehouse.com>
Sent: Friday, April 26, 2019 8:35 PM
To: Winter, Adam (DOT) <Adam.Winter@dot.state.ma.us>; Richard, Hunter (Guidehouse) <Hunter.Richard@dot.state.ma.us>
Cc: Tramonte, David (Guidehouse) <David.Tramonte@dot.state.ma.us>
Subject: RE: BIA Project Update Meeting - Follow-Up Activities and Documents

Hi Adam,

No problem. We are finalizing these documents today and will send you a version early next week.

Best,
Hunter

From: Winter, Adam (DOT) <Adam.Winter@dot.state.ma.us>
Sent: Friday, April 26, 2019 8:11 AM
To: Richard, Hunter (Guidehouse) <hunter.richard@state.ma.us>
Cc: Tramonte, David (Guidehouse) <david.tramonte@state.ma.us>
Subject: RE: BIA Project Update Meeting - Follow-Up Activities and Documents

Good morning folks,

Two questions.

1. May I have the results of the Recovery Capability Document and GAP analysis when you release them?
2. For another project I need a list of systems/applications, business owner, IT owner – etc. I would presume you have the latest info. Would you be willing to share? (I can explain more if you would like).

Thank you.

Happy Friday!

Adam Winter
Massachusetts Department of Transportation (MassDOT)
Information Technology Division - Server Group
Ten Park Plaza, Room 8110
Boston, MA 02116-3933
P: 857-368-9856

From: Richard, Hunter (Guidehouse)
Sent: Wednesday, April 10, 2019 1:59 PM
To: Winter, Adam (DOT) <Adam.Winter@dot.state.ma.us>
Cc: Tramonte, David (Guidehouse) <David.Tramonte@dot.state.ma.us>
Subject: Re: BIA Project Update Meeting - Follow-Up Activities and Documents

Hi Adam,

Thanks for reaching out. I have filled out the table with our anticipated timeline below. The most useful information for high availability implantation will likely come from the recovery capability document and gap analysis, which will include tiers of criticality and the full list of applications we encountered.

| Phase | Date |
|------------------------------|------|
| Current State Assessment | 3/14 |
| Disaster Scenario Overview | |
| Recovery Capability Document | 4/26 |
| GAP Analysis | 4/26 |
| Final Presentation | 5/10 |

From: Winter, Adam (DOT)

Sent: Wednesday, April 10, 2019 1:37:16 PM

To: Richard, Hunter (Guidehouse)

Subject: FW: BIA Project Update Meeting - Follow-Up Activities and Documents

Good afternoon Hunter,

I am working with Matt Wood on a project which will use the BIA as the basis for the high availability implantation.

Do you have a timeline for the various milestones of your project?

| Phase | Date |
|------------------------------|------|
| Current State Assessment | 3/14 |
| Disaster Scenario Overview | |
| Recovery Capability Document | ? |
| GAP Analysis | ? |
| Final Presentation | June |

Thank you.

Adam Winter
857-368-9856

From: Wood, Matthew (DOT)

Sent: Monday, April 8, 2019 10:21 AM

To: Winter, Adam (DOT) <Adam.Winter@dot.state.ma.us>

Subject: FW: BIA Project Update Meeting - Follow-Up Activities and Documents

From: Richard, Hunter (Guidehouse)

Sent: Thursday, March 14, 2019 6:57 PM

To: Foster, Gary S (MBTA) <gfoster@mbta.com>; Primerano, John (DOT)

<John.Primerano@dot.state.ma.us>; Nawrocki, Diane (DOT) <Diane.Nawrocki@dot.state.ma.us>; Spada, Frank (DOT) <Frank.Spada@dot.state.ma.us>; Bedard, David (DOT) <David.Bedard@dot.state.ma.us>; Goutham, Anu (DOT) <Anu.Goutham@dot.state.ma.us>; Rosenberg, Harri (DOT) <harri.rosenberg@dot.state.ma.us>; Wood, Matthew (DOT) <Matthew.Wood@dot.state.ma.us>; ndonovan@guidehouse.com; Tramonte, David (Guidehouse) <David.Tramonte@dot.state.ma.us>; Bandoian, Austin (DOT) <Austin.Bandoian@dot.state.ma.us>; eberkowitz@guidehouse.com

Cc: Mason, Margaret (DOT) <Margaret.Mason@dot.state.ma.us>

Subject: BIA Project Update Meeting - Follow-Up Activities and Documents

Dear all,

Thank you for your time today and allowing us to review our BIA progress thus far. As we discussed, a copy of our phase 1 deliverables are attached to this e-mail for your review in addition to the presentation from today. Your support will be needed to review and fill in gaps in this raw data as we move onto the phase 2 of determining recovery capabilities. We have two specific tasks to ask of you.

Task 1: Review and Update the Attached Spreadsheet by 3/27/2019

In the attached spreadsheet of raw data from business leaders, we ask that you do the following for your department:

1. **Review and confirm departments and business processes** (are any departments or big processes missing?)
2. **Review and confirm systems and applications** (correct application names, correct internal/external labels, note if any applications are missing or are duplicates)
3. **Next to each application, please list the appropriate contact person or owner of that application** (this could be you, or a different individual owner of that application - or with shadow IT, indicate if we need to go back to the business to ask who owns this application)

Please track changes as you review/edit the spreadsheet or highlight changes in **yellow**. Please return this spreadsheet and any notes/comments to me by **Wednesday March 27th**.

Task 2: IT Recovery Capability Interview (To be scheduled 3/26-3/29)

We will also need to meet with you one-on-one to determine IT recovery capabilities. I will send you an invitation to meet with you on Tues 3/26, Wed 3/27 or Thurs 3/28. In this meeting, we will discuss how often your systems are backed up, where they reside, and what kind of recovery capabilities they have. I will explain how to prepare for this meeting closer to your interview date.

Please do not hesitate to contact me directly at 781-632-3694 if I can answer any questions, and thank you again for your support.

Best,
Hunter

From: Richard, Hunter (Guidehouse)
Sent: Tuesday, March 5, 2019 2:20 PM
To: Foster, Gary S (MBTA); Primerano, John (DOT); Nawrocki, Diane (DOT); Spada, Frank (DOT); Bedard, David (DOT); Goutham, Anu (DOT); Rosenberg, Harri (DOT); Wood, Matthew (DOT); ndonovan@guidehouse.com; Tramonte, David (Guidehouse); Bandoian, Austin (DOT); eberkowitz@guidehouse.com
Cc: Gregory Tomchick; Ankur Sheth
Subject: Business Impact Analysis Project Update Meeting
When: Thursday, March 14, 2019 12:00 PM-1:00 PM.
Where: 8th Floor IT Large Conference Room or Dial-in: 786-535-3211,,,,324-477-549

Dear all,

As we conclude the first phase of the business impact analysis (BIA), we would like to host a meeting to check-in with you and provide you with an update of our progress and findings.

In this first phase, we hosted 27 interviews with business leaders across 30 MassDOT departments and collected significant data on MassDOT business processes, applications, and dependencies. We will review this data with you and introduce the next phase of our project that will rely more heavily on IT teams to map out current recovery capabilities.

We look forward to meeting with you and sharing our progress.

Best,

Hunter

BIA Project Manager (Guidehouse)

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From: [Ariely, Michael \(DOT\)](#)
To: [REDACTED]
Subject: RE: Plates & [REDACTED]
Date: Thursday, June 13, 2019 11:29:00 AM
Attachments: [image001.png](#)

Hi [REDACTED], we are experiencing an unexpected and severe staffing shortage. Our unit deals with various things, but mainly we run the state's facial recognition unit which has taken a tremendous amount of staffing resources due to the unexpected shortage.

I apologize for this unusually extreme delay. We brought Michele Gardner in to assist with the communication traffic... we are starting to gain momentum again though there is a learning curve we are going through with people now filling these temporarily appointed slots.

Your [REDACTED] were just processed today and are in the mail.

Thank you, and please let me know if you have any questions.

Mike

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



From: [REDACTED]@usdoj.gov]
Sent: Wednesday, June 12, 2019 11:23 AM
To: Ariely, Michael (DOT)
Cc: [REDACTED]
Subject: RE: Plates & [REDACTED]

Hi Michael,

I would like to follow up on the below email. Please let me know if there is someone else I should be contacting. We usually deal with Rose, but she directed me to you.

Thanks!
[REDACTED]

From: [REDACTED] (USMS)
Sent: Monday, June 10, 2019 2:10 PM
To: michael.ariely2@state.ma.us
Cc: [REDACTED]
[REDACTED]
Subject: FW: Plates & [REDACTED]

Good afternoon Michael,

I am hoping that you can provide us with a status of the attached [REDACTED] request, as it is my understanding that Rose isn't operating out of your office much anymore.

I emailed Rose the attached packet on 05/22 and sent in the hard copies on the same day. Can you please let me know if you received or not?

Thanks!

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] 3

From: [REDACTED] (USMS)
Sent: Wednesday, May 22, 2019 1:47 PM
To: [REDACTED]@state.ma.us>
Cc: [REDACTED]
[REDACTED]
Subject: Plates & [REDACTED]

Good afternoon Rose,

I have attached a packet for a new [REDACTED] n.
The physical copies were dropped in the mail today. Please let me know if you need anything else from me.

Thank you,

[REDACTED]

[REDACTED]

From: [Lavoie, Sara \(DOT\)](#)
To: [Deveney, Erin \(DOT\)](#)
Cc: [Ariely, Michael \(DOT\)](#)
Subject: J. Andrews - PC I Acting
Date: Wednesday, June 12, 2019 2:14:02 PM

Registrar, would you please correspond with Jaelyn Andrews and inform her that on her return from vacation that she should start her day with facial recognition duties as that is the most important time in the FR office? We are asking Jaelyn to perform FR work in the mornings and Michele to perform confidential work in the afternoons so we can maintain coverage of the front office. I am also finishing the requisition with HR for a CSR I backfill as a classified by Pamela Deal's review to support the front office during this period.

Alison has been a great help these last few days, her ongoing [REDACTED]
[REDACTED] (exact dates TBD) but she has been a great help and will keep us posted as to her plans.

Thank you for your help navigating this.

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

Desk: 857-368-8910

Mobile: 617-780-4016

From: [Lavoie, Sara \(DOT\)](#)
To: [Mulcahy, Sheila \(DOT\)](#); [Johnson, Selina \(DOT\)](#)
Cc: [Constantine, Rashida \(DOT\)](#); [Spriggs, Nicole \(DOT\)](#)
Subject: RE: Acting PC I
Date: Wednesday, June 12, 2019 1:57:35 PM

Hi Sheila, I tried to go back in and make the modifications. I couldn't make any edits. Here are the daily tasks:

Provide all day telephone coverage for Enforcement Services telephone line.
Answer questions from customers and Service Center personnel and forwarding calls for further review based upon content/request.
Book/schedule both hearing and licensing appointments for customers over the telephone.
Perform scheduled licensing conversion transactions.
Greet in-person customers with hearing and licensing appointments.
Access, update and maintain records within ATLAS and ALARS related to licensing and registration.
Prepare case files - both in hard copy and electronic formats.
Opening and properly distributing mail received by the office.
Monitoring fax machine and properly distributing faxes received by the office.
Fulfill requests for responsive documents as directed.
Monitor general office email box
General scanning, copying for the office and other general administrative duties as assigned.

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

From: Mulcahy, Sheila (DOT)
Sent: Monday, June 10, 2019 1:59 PM
To: Lavoie, Sara (DOT); Johnson, Selina (DOT)
Cc: Constantine, Rashida (DOT); Spriggs, Nicole (DOT)
Subject: RE: Acting PC I

Pam reviewed the requisition and although she would classify this as a CSR I, it was also missing specific duties and responsibilities. This mostly covered knowledge, skills and abilities instead. Could the particular day to day duties be added?

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

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

From: Lavoie, Sara (DOT)
Sent: Monday, June 10, 2019 10:04 AM
To: Johnson, Selina (DOT) <Selina.Johnson@dot.state.ma.us>
Cc: Constantine, Rashida (DOT) <Rashida.Constantine@dot.state.ma.us>; Mulcahy, Sheila (DOT) <Sheila.Mulcahy@dot.state.ma.us>; Spriggs, Nicole (DOT) <Nicole.Spriggs@dot.state.ma.us>
Subject: RE: Acting PC I

Hi Selina and Rashida, Michele Gardner is starting in the Acting PC I - Confidential Programs role today. Jaelyn is on vacation and at that time we are putting her in the Acting PC I - Facial Recognition role. To backfill their duties, I have added a CSR II requisition. Both Jaelyn and Michele are CSR III's but there are some tasks that I would not delegate to the backfill. Would you please look at the description and determine if this should be a CSR I or II or III opportunity? The requisition I created is numbered: 190004T5. I assigned it to Sheila Mulcahy through the system. If I should assign it to someone else or update it, please let me know. The idea is that we'd like to interview interested internal candidates as opposed to a temporary resource.

Sara Lavoie
Director of Enforcement Services

From: Johnson, Selina (DOT)
Sent: Tuesday, June 4, 2019 5:53 PM
To: Lavoie, Sara (DOT)
Cc: Constantine, Rashida (DOT)
Subject: Acting PC I

Hi Sara,

The requisition for the Acting PC I – Confidential Programs was approved. I will be out of the office tomorrow until June 11th. In my absence, please reach out to Rashida. I've informed Rashida of the issue that is currently taking place in Enforcement Services.

Thank you,
Selina Johnson
Massachusetts Department of Transportation Human Resources Business Partner
10 Park Plaza – Suite 3170 | Boston, MA 02116 Tel 857.368.8563 | Fax 857.368.0654

[MassDOT_Formal_Logo_25%]

[cid:image003.png@01D4D406.F63D6CE0]<https://massdot.service-now.com/dot_hr>

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From: [Newton, Mark \(DOT\)](#)
 To: [Deveney, Erin \(DOT\)](#)
 Cc: [Newton, Mark \(DOT\)](#); [Bedard, David \(DOT\)](#)
 Subject: UPDATE: Registrar/IT Weekly Check in
 Date: Tuesday, June 11, 2019 3:45:55 PM

Good Afternoon Registrar,

I have received verbal confirmation from Sara Lavoie that MSP has approved of the requested Idemia Maintenance Window for Operating System Patching, or #3 below. Are you in agreement, and may I send approval now for the Production Patching on Sunday, June 23 to Idemia so they may plan resources accordingly? I have also spoken with Sara about a need to have a business tester to confirm successful return to service at the completion of the effort on 6/23

Thank you Registrar,
 Mark

| | | | | |
|---|---|--|--|--|
| 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, <u>Enforcement Services</u> and conditionally approved; Proposed Production date has been reviewed by ATLAS (<u>conditionally approved*</u>) and is <u>now conditionally approved* by MSP</u> via Enforcement Services |
|---|---|--|--|--|

* -conditionally approved: subject to the approval of the Registrar

From: Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>
 Sent: Friday, June 7, 2019 9:38 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 Morning Registrar, Dave,

Below please find today's updates for consideration during this morning's scheduled 10 AM call. Thank you

Best,
 Mark

Watertown RMV Service Center Move

- Official opening date: Monday, June 10, 2019 - moving will commence after COB -Today- Friday, June 7, 2019
- 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 customer impact expected
- Contingency responses are being planned in case of unexpected incident

###

Miscellaneous

- 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 <pending removal if without updates> | 1 Add new SSD storage capacity o May 3rd 6pm – 10pm COMPLETE 2 Merge SSD storage to create optimized aggregates o May 9th 6pm – 10pm COMPLETE 3 Configure 8200 SAS controllers o May 16th 6pm – 10pm COMPLETE 4 Upgrade the Netapp Ontap operating system Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule o May 23 rd 6pm – 10pm o Postponed 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 which started on April 25th . 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 nd & 3 rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) | THIS Weekend Nothing scheduled | No citizen downtime is expected – However: For anyone working on Saturday, during these hours, there will be minor interruptions to their PC | Update: 06/07/2019: No additional work has taken place 5/30/2019: No additional work has taken place 5/19/2019: ... Completed additional 28 PC moves on the 2 nd floor 5/2/2019: |

| | | | | |
|---|---|--|--|--|
| | <pending removal if without updates> | | as the Network team migrates them to the new PCI switch stack | Completed 38 PC and 38 pin pad moves on 4/27 for the 3rd Floor Still have more on the 3 rd floor and many more on the 2 nd 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, Enforcement Services and conditionally approved; Proposed Production date has been reviewed by ATLAS (conditionally approved) and is awaiting approval from MSP via Enforcement Services |

6/7/2019 9:26 AM

From: Newton, Mark (DOT) <Mark.Newton@dot.state.ma.us>
Sent: Friday, May 31, 2019 2:10 PM
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: RE: Registrar/IT Weekly Check in

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 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 | <ol style="list-style-type: none"> 1 Add new SSD storage capacity <ul style="list-style-type: none"> o May 3rd 6pm – 10pm COMPLETE 2 Merge SSD storage to create optimized aggregates <ul style="list-style-type: none"> o May 9th 6pm – 10pm COMPLETE 3 Configure 8200 SAS controllers <ul style="list-style-type: none"> o May 16th 6pm – 10pm COMPLETE 4 Upgrade the Netapp Ontap operating system <ul style="list-style-type: none"> Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule <ul style="list-style-type: none"> o May 23rd 6pm – 10pm o Postponed 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 which started on April 25th . 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 nd & 3 rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) | THIS Weekend 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 nd floor 5/2/2019: Completed 38 PC and 38 pin pad moves on 4/27 for the 3 rd Floor. Still have more on the 3 rd floor and many more on the 2 nd floor. |
| 3 | Idemia Maintenance Window for Operating System Patching | <ol style="list-style-type: none"> 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 | <ol style="list-style-type: none"> 1 Add new SSD storage capacity <ul style="list-style-type: none"> o May 3rd 6pm – 10pm COMPLETE 2 Merge SSD storage to create optimized | 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 |

| | | | | |
|---|---|---|--|--|
| | support Atlas R2 | aggregates o May 9 th 6pm – 10pm COMPLETE 3 Configure 8200 SAS controllers o May 16 th 6pm – 10pm COMPLETE 4 Upgrade the Netapp Ontap operating system Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule o May 23 rd 6pm – 10pm Postponed TBD | | these activities, EOTSS is proposing weekly storage maintenance windows which started on April 25th 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 nd & 3 rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) | THIS Weekend 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 nd 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 rd floor and many more on the 2 nd 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 | 3 Add new SSD storage capacity o May 3 rd 6pm – 10pm COMPLETE | No downtime is expected | There are a series of maintenance activities required to ensure the storage environment is ready to |

| | | | | |
|---|--|--|--|---|
| | required to update the environment to support Atlas R2 | <p>4 Merge SSD storage to create optimized aggregates</p> <ul style="list-style-type: none"> May 9th 6pm – 10pm COMPLETE <p>5 Configure 8200 SAS controllers</p> <ul style="list-style-type: none"> May 16th 6pm – 10pm COMPLETE <p>6 Upgrade the Netapp Ontap operating system</p> <p>Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule</p> <ul style="list-style-type: none"> May 23rd 6pm – 10pm | | support ATLAS R2 To complete these activities, EOTSS is proposing weekly storage maintenance windows which started on April 25th 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 nd & 3 rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) | THIS Weekend 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 rd Floor Still have more on the 3 rd floor and many more on the 2 nd 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>1 Add new SSD storage capacity</p> <p>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</p> <ul style="list-style-type: none"> May 3rd 6pm – 10pm COMPLETE <p>2 Merge SSD storage to create optimized aggregates</p> <p>Description Merge original SSD aggregates with new aggregates 3 & 4 to</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 which started on April 25th The maintenance has been scheduled over multiple weeks to minimize risks to the ATLAS environment |

| | | | | |
|---|--|--|---|---|
| | | optimize performance Proposed schedule <ul style="list-style-type: none"> May 9th 6pm – 10pm COMPLETE 3 Configure 8200 SAS controllers Description Remove the existing SAS controllers and replace them new 8200 controllers Proposed schedule <ul style="list-style-type: none"> May 16th 6pm – 10pm 3 Upgrade the Netapp Ontap operating system Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule <ul style="list-style-type: none"> May 23rd 6pm – 10pm | | 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 nd & 3 rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) | THIS 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 rd Floor Still have more on the 3 rd floor and many more on the 2 nd 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 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 <ul style="list-style-type: none"> May 3rd 6pm – 10pm 1 Merge SSD storage to create optimized aggregates Description Merge original SSD aggregates with | 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 |

| | | | | |
|---|--|---|---|--|
| | | <p>new aggregates 3 & 4 to optimize performance Proposed schedule</p> <ul style="list-style-type: none"> May 9th 6pm – 10pm <p>2 Configure 8200 SAS controllers Description Remove the existing SAS controllers and replace them new 8200 controllers Proposed schedule</p> <ul style="list-style-type: none"> May 16th 6pm – 10pm <p>3 Upgrade the Netapp Ontap operating system Description Upgrade Ontap OS from version 9.3 to 9.5 Proposed schedule</p> <ul style="list-style-type: none"> May 23rd 6pm – 10pm | | <p>April 25th 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 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 th , 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 nd & 3 rd floor data closet and MDF room at Quincy Headquarters (CHG0037595) | <p>NEXT weekend.....</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 3rd Floor Still have more on the 3 rd floor and many more on the 2 nd 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 starting on April 25th 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 nd & 3 rd 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 starting on April 25th . 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 |
|---|--------------------------------------|----------------------------------|--|

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 starting on April 25 th 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

- 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 | Pending Registrar approval /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 5th The device shut itself down to prevent data loss We identified the root cause and ordered replacement parts by 4 00am on March 6th 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

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 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 1st – 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

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

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**

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

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

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

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

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: [Steier, Paul](#)
Subject: AAMVA Fraud Awareness Call Agenda: Thursday June 20 @ 12:00pm CST - IMPORTANT NEW CALLING INSTRUCTIONS.
Date: Tuesday, June 11, 2019 1:16:55 PM

Hello:

Our next fraud awareness call is scheduled for *Thursday June 20 @ 12:00 pm CST*. The agenda is listed below. This call will be in the format of a webinar and you are asked to click the link below to register in order to obtain calling instructions. After registering, you will receive a confirmation email containing the phone number and call ID. After logging in for the call you will receive an audio pin that you must enter to allow you to speak and be heard during the call. All participants will be placed on mute while the presenter is speaking.

Please register for the AAMVA Fraud Awareness Call on Jun 20, 2019 at:

<https://attendee.gotowebinar.com/register/221312298293773570>

AAMVA Fraud Awareness Call Agenda June 20, 2019

Investigative Resources and Case Updates

- * Manufacturer Statement of Origin (MSO) Fraud. National Title Fraud Case Review
Herb Price, Special Agent, National Insurance Crime Bureau Email: jprice@nicb.org
Phone: 847.544.7889
- * MSO Fraud. Jurisdictional Case Reviews
Ed Broyles, Chief, Florida Bureau of Motorist Services Support Email:
edbroyles@flhsmv.gov Phone: 850.617.3174
Crystal Caldwell, Supervisor, Virginia DMV Law Enforcement Email:
crystal.caldwell@dmv.virginia.gov Phone: 804.840.8520
- * State-to-State (S2S) Identity Fraud Investigation; Active Case Review
Aron Liebe, Investigator, Iowa DOT Bureau of Investigation & Identity Protection Email:
aron.liebe@iowadot.us Phone: 515.571.2145
- * Online Duplicate License and Identification Card Fraud. Widespread identity crimes involving the fraudulent use of personal identifying information to apply for duplicate licenses and identification cards through DMV online services.
Paul Steier, AAMVA

-
* **NMVTIS (National Motor Vehicle Title Information System) Updates - AAMVA - Vivienne Cameron**
Email: vcameron@aamva.org **Phone:** 703.908.8261

*** AAMVA ID Document and Fraud Alert SharePoint Site Updates - AAMVA – Denise Hanchulak**

Email: dhanchulak@aamva.org Phone: 703.908.5767

*** AAMVA Fraud Detection & Remediation (FDR) Training Program updates – AAMVA – Steven Sebestyen**

Email: 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.)

- 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

[\(https://www.aamva.org/Webinar-Archives/\)](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/>
- 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/>

Open Discussion

Next AAMVA Fraud Awareness Calls

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
| 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: [Mulcahy, Sheila \(DOT\)](#)
To: [Depina, Felisberta \(DOT\)](#); [Burke, Robin \(DOT\)](#); [Seitz, Alaina \(DOT\)](#); [Bouchard, Candida \(DOT\)](#); [Leisner, Scott \(DOT\)](#)
Subject: FW: DOT - Active (Open) Req Details
Date: Tuesday, June 11, 2019 12:13:47 PM
Attachments: [DOT - Active \(Open\) Requisition Detail.xlsx](#)

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

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

From: Dionne, Robert (DOT)
Sent: Tuesday, June 11, 2019 7:02 AM
To: DeLeon, Pamela (DOT) <Pamela.DeLeon@dot.state.ma.us>; Bamonte, Matthew (DOT) <Matthew.Bamonte@dot.state.ma.us>; Mulcahy, Sheila (DOT) <Sheila.Mulcahy@dot.state.ma.us>
Subject: FW: DOT - Active (Open) Req Details

From: Oracle Business Intelligence
Sent: Tuesday, June 11, 2019 7:00:55 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: [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. \(DOT\)](#); [Reardon, Muazzez G. \(DOT\)](#); [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 June 11, 2019.docx
Date: Tuesday, June 11, 2019 11:55:50 AM
Attachments: [MassDOT Daily Online Articles Tuesday June 11, 2019.docx](#)

From: Jessen, Klark (DOT) <Klark.Jessen@dot.state.ma.us>
Sent: Tuesday, June 11, 2019 10:17 AM
To: Jessen, Klark (DOT) <Klark.Jessen@dot.state.ma.us>
Subject: MassDOT Daily Online Articles Tuesday June 11, 2019.docx

Today's MassDOT News.

Klark

From: [Deveney, Erin \(DOT\)](#)
To: [Lavoie, Sara \(DOT\)](#)
Subject: Re: From Herald
Date: Tuesday, June 11, 2019 11:25:20 AM

I have not been contacted recently by the FBI. The last outreach I remember was under Registrar K. and did not advance.

Sent from my iPhone

> On Jun 11, 2019, at 9:12 AM, Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us> wrote:

>

> Registrar, the following paragraph was in one of the 3 Boston Herald articles regarding facial recognition this week. I wanted to confirm for you that I have no knowledge of any "negotiations" referenced in the statement below that has been attributed to the FBI. I recall that a similar statement was attributed to the FBI in a prior round of media inquiry regarding FR. At that time as well, there were no negotiations that I was aware of.

>

> "The FBI's face recognition office now can search databases with more than 641 million photos, including 21 state databases. As of last month, negotiations were underway as to whether and to what extent Massachusetts will allow photo searches, according to the FBI."

>

From: [Goddard, Jacquelyn \(DOT\)](#)
To: [Deveney, Erin \(DOT\)](#)
Subject: Governor's comment in general: facial recognition
Date: Tuesday, June 11, 2019 11:15:22 AM

MARKEY: DATA BREACH UNDERSCORES NEED FOR DHS FACE RECOGNITION RULES [+VIDEO]

By Katie Lannan

STATE HOUSE NEWS SERVICE

STATE HOUSE, BOSTON, JUNE 11, 2019.....U.S. Sen. Ed Markey is calling for the federal government to formalize rules around facial recognition technology, after a data breach at the U.S. Customs and Border Protection exposed images of travelers and vehicles.

Markey, in a statement, said the breach "raises serious concerns about the Department of Homeland Security's ability to effectively safeguard the sensitive information it is collecting."

"It only underscores the urgent need for the Department of Homeland Security to pause its deployment of facial recognition technology until it has instituted enforceable rules prioritizing cybersecurity and protecting travelers' privacy," he said. "Malicious actors' thirst for information about U.S. identities is unquenchable, and DHS must keep pace with emerging threats."

He said the department should develop formal guidelines for who can access the data it collects, how long data will be stored, how it will be protected and "how we can say no to this collection in the first place."

Asked Monday afternoon about facial recognition, Gov. Charlie

Baker reiterated that the technology is not used in the State House and said regulation of it is handled largely at the federal level.

"Whether or not it should be regulated at the state level is something we've had conversations about, but it's not to the point where we'd be ready to file legislation," Baker said.

Bills sponsored by Sen. Cynthia Creem and Rep. David Rogers, and backed by the American Civil Liberties Union of Massachusetts, would impose a moratorium on government use of

face recognition and other biometric surveillance within the state.

Rogers' bill (H 1538) is before the Judiciary Committee and Creem's (S 1385) is before the Committee on Public Safety and Homeland Security.

END

06/11/2019

Jacquelyn Goddard
Communications Office
Massachusetts Department of Transportation

From: [Grew, Matthew \(DOT\)](#)
To: [Palladino, Edward \(DOT\)](#); [Fielding, Daniel \(DOT\)](#); [Kersten, James A. \(DOT\)](#); [Zazzera, Kathryn \(DOT\)](#); [Bosworth, Scott \(DOT\)](#); [Tynes, Julian \(DOT\)](#); [Breen, Marie \(DOT\)](#)
Subject: FW: MARKEY: DATA BREACH UNDERSCORES NEED FOR DHS FACE RECOGNITION RULES [+VIDEO]
Date: Tuesday, June 11, 2019 11:11:33 AM

From: State House News Service
Sent: Tuesday, June 11, 2019 11:12:01 AM (UTC-05:00) Eastern Time (US & Canada)
To: State House News Service
Subject: MARKEY: DATA BREACH UNDERSCORES NEED FOR DHS FACE RECOGNITION RULES [+VIDEO]



MARKEY: DATA BREACH UNDERSCORES NEED FOR DHS FACE RECOGNITION RULES [+VIDEO]

By Katie Lannan
STATE HOUSE NEWS SERVICE

STATE HOUSE, BOSTON, JUNE 11, 2019.....U.S. Sen. Ed Markey is calling for the federal government to formalize rules around facial recognition technology, after a data breach at the U.S. Customs and Border Protection exposed images of travelers and vehicles.

[Click here to read more](#)

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From: [Dionne, Robert \(DOT\)](#)
To: [Spengler, Mark \(DOT\)](#); [Constantine, Rashida \(DOT\)](#); [Johnson, Selina \(DOT\)](#); [Mountain, Christine A. \(DOT\)](#); [Kelley, Joseph \(DOT\)](#)
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 06/11/19
Date: Tuesday, June 11, 2019 10:39:27 AM
Attachments: [CAP vs Actuals vs In-Process Report 6-11-19.xlsx](#)
[image002.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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Human Resources Business Intelligence Interim Manager
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From: [Dionne, Robert \(DOT\)](#)
To: [Mulcahy, Sheila \(DOT\)](#); [Burke, Robin \(DOT\)](#)
Subject: Active Requisitions by HR Owner as of 06/11/19
Date: Tuesday, June 11, 2019 10:24:45 AM
Attachments: [Active Requisitions as of 6-11-19 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: [Jessen, Klark \(DOT\)](#)
To: [Jessen, Klark \(DOT\)](#)
Subject: MassDOT Daily Online Articles Tuesday June 11, 2019.docx
Date: Tuesday, June 11, 2019 10:17:40 AM
Attachments: [MassDOT Daily Online Articles Tuesday June 11, 2019.docx](#)

Today's MassDOT News.

Klark

From: [Boyle, Christopher \(DOT\)](#)
To: [Malhotra, Danish \(DOT\)](#)
Subject: Fwd: Facial Recognition Assistance
Date: Monday, June 10, 2019 2:32:58 PM
Attachments: [image001.png](#)

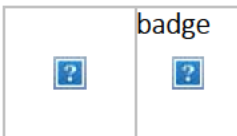


Danny,

Can you look into this please.

Thanks.

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](tel:781-738-7286)



Begin forwarded message:

From: [Redacted] [@pol.state.ma.us](mailto:[Redacted]@pol.state.ma.us)>
Date: June 10, 2019 at 2:30:41 PM EDT
To: [Redacted]

[REDACTED]

Subject: FW: Facial Recognition Assistance

Good Afternoon,

We received the below request today concerning a potential fraudulent identity. One identity, [REDACTED], is not retrievable in CJIS. Please find attached the Potential Fraudulent ID form, CLEAR reports, and a R1 for [REDACTED] only.

Respectfully,

[REDACTED]

From: [REDACTED] (POL)
To: [REDACTED]
Subject: FW: Facial Recognition Assistance
Date: Monday, June 10, 2019 2:30:46 PM
Attachments: [REDACTED]

Good Afternoon,

We received the below request today concerning a potential fraudulent identity. One identity, [REDACTED], is not retrievable in CJIS. Please find attached the Potential Fraudulent ID form, CLEAR reports, and a R1 for [REDACTED] only.

Respectfully,

[REDACTED]



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From: Commonwealth Fusion Center (POL)
Sent: Monday, June 10, 2019 1:56 PM
To: [REDACTED]@usdoj.gov>
Subject: RE: Facial Recognition Assistance

Good Afternoon,

With the additional information of the skin tag acquisition as he aged, there are two potential identities:

[REDACTED]

[REDACTED]

As there are potential identities, please **directly contact the MSP Fraud Identification Unit with your original request (857-368-9500)**, as they handle the RMV and licenses for Massachusetts.

Note: 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]



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From: [REDACTED] <[\[REDACTED\]@usdoj.gov](mailto:[REDACTED]@usdoj.gov)>
Sent: Monday, June 10, 2019 1:35 PM
To: Commonwealth Fusion Center (POL) <fusion@pol.State.MA.US>
Subject: RE: Facial Recognition Assistance

[REDACTED] could you call my desk? [REDACTED]

From: Fusion (POL) [<mailto:fusion@state.ma.us>]
Sent: Monday, June 10, 2019 1:33 PM
To: [REDACTED] <[\[REDACTED\]@usms.doj.gov](mailto:[REDACTED]@usms.doj.gov)>
Subject: RE: Facial Recognition Assistance

Good Afternoon,

The attached photos returned negative results in facial rec.

Please let us know if you need anything else.

Respectfully,

[REDACTED]



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From: [REDACTED] <[REDACTED]@usdoj.gov>

Sent: Monday, June 10, 2019 12:56 PM

To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: Facial Recognition Assistance

Please provide facial recognition assistance on the following federal fugitive. This fugitive has a history of obtaining driver's licenses under false identities. He's wanted in Federal Court in Boston on an arrest warrant for [REDACTED]. He was accidentally released by a state court in [REDACTED] in July of 2018 and has been a fugitive ever since.

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

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



From: [Mulcahy, Sheila \(DOT\)](#)
To: [Lavoie, Sara \(DOT\)](#); [Johnson, Selina \(DOT\)](#)
Cc: [Constantine, Rashida \(DOT\)](#); [Spriggs, Nicole \(DOT\)](#)
Subject: RE: Acting PC I
Date: Monday, June 10, 2019 1:58:52 PM

Pam reviewed the requisition and although she would classify this as a CSR I, it was also missing specific duties and responsibilities. This mostly covered knowledge, skills and abilities instead. Could the particular day to day duties be added?

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

From: Lavoie, Sara (DOT)
Sent: Monday, June 10, 2019 10:04 AM
To: Johnson, Selina (DOT) <Selina.Johnson@dot.state.ma.us>
Cc: Constantine, Rashida (DOT) <Rashida.Constantine@dot.state.ma.us>; Mulcahy, Sheila (DOT) <Sheila.Mulcahy@dot.state.ma.us>; Spriggs, Nicole (DOT) <Nicole.Spriggs@dot.state.ma.us>
Subject: RE: Acting PC I

Hi Selina and Rashida, Michele Gardner is starting in the Acting PC I - Confidential Programs role today. Jaelyn is on vacation and at that time we are putting her in the Acting PC I - Facial Recognition role. To backfill their duties, I have added a CSR II requisition. Both Jaelyn and Michele are CSR III's but there are some tasks that I would not delegate to the backfill. Would you please look at the description and determine if this should be a CSR I or II or III opportunity? The requisition I created is numbered: 190004T5. I assigned it to Sheila Mulcahy through the system. If I should assign it to someone else or update it, please let me know. The idea is that we'd like to interview interested internal candidates as opposed to a temporary resource.

Sara Lavoie
Director of Enforcement Services

From: Johnson, Selina (DOT)
Sent: Tuesday, June 4, 2019 5:53 PM
To: Lavoie, Sara (DOT)

Cc: Constantine, Rashida (DOT)
Subject: Acting PC I

Hi Sara,

The requisition for the Acting PC I – Confidential Programs was approved. I will be out of the office tomorrow until June 11th. In my absence, please reach out to Rashida. I've informed Rashida of the issue that is currently taking place in Enforcement Services.

Thank you,
Selina Johnson
Massachusetts Department of Transportation Human Resources Business Partner
10 Park Plaza – Suite 3170 | Boston, MA 02116 Tel 857.368.8563 | Fax 857.368.0654

[MassDOT_Formal_Logo_25%]

[cid:image003.png@01D4D406.F63D6CE0]<https://massdot.service-now.com/dot_hr>

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From: [Deal, Pamela \(DOT\)](#)
To: [Mulcahy, Sheila \(DOT\)](#)
Subject: RE: 190004T5
Date: Monday, June 10, 2019 1:56:00 PM

Sheila,
There are only KSA's on the req. Based on these, I'd say CSR I.

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

From: Mulcahy, Sheila (DOT) <Sheila.Mulcahy@dot.state.ma.us>
Sent: Monday, June 10, 2019 12:43 PM
To: Deal, Pamela (DOT) <Pamela.Deal@dot.state.ma.us>
Subject: FW: 190004T5

Hi Pam,
I added you as the first approver on requisition 190004T5 because they are unsure about whether this is classified correctly. Could you please just take a close look on this one since it's had some changes?

Thanks,

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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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.

All job applications must be received through our website:
www.massdot.state.ma.us/Employment

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

From: Lavoie, Sara (DOT)
Sent: Monday, June 10, 2019 10:04 AM
To: Johnson, Selina (DOT) <Selina.Johnson@dot.state.ma.us>
Cc: Constantine, Rashida (DOT) <Rashida.Constantine@dot.state.ma.us>; Mulcahy, Sheila (DOT) <Sheila.Mulcahy@dot.state.ma.us>; Spriggs, Nicole (DOT) <Nicole.Spriggs@dot.state.ma.us>
Subject: RE: Acting PC I

Hi Selina and Rashida, Michele Gardner is starting in the Acting PC I - Confidential Programs role today. Jaelyn is on vacation and at that time we are putting her in the Acting PC I - Facial Recognition role. To backfill their duties, I have added a CSR II requisition. Both Jaelyn and Michele are CSR III's but there are some tasks that I would not delegate to the backfill. Would you please look at the description and determine if this should be a CSR I or II or III opportunity? The requisition I created is numbered: 190004T5. I assigned it to Sheila Mulcahy through the system. If I should assign it to someone else or update it, please let me know. The idea is that we'd like to interview interested internal candidates as opposed to a temporary resource.

Sara Lavoie
Director of Enforcement Services

From: Johnson, Selina (DOT)
Sent: Tuesday, June 4, 2019 5:53 PM
To: Lavoie, Sara (DOT)
Cc: Constantine, Rashida (DOT)
Subject: Acting PC I

Hi Sara,

The requisition for the Acting PC I – Confidential Programs was approved. I will be out of the office tomorrow until June 11th. In my absence, please reach out to Rashida. I've informed Rashida of the issue that is currently taking place in Enforcement Services.

Thank you,
Selina Johnson
Massachusetts Department of Transportation Human Resources Business Partner
10 Park Plaza – Suite 3170 | Boston, MA 02116 Tel 857.368.8563 | Fax 857.368.0654

[MassDOT_Formal_Logo_25%]

[cid:image003.png@01D4D406.F63D6CE0]<https://massdot.service-now.com/dot_hr>

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From: [Mulcahy, Sheila \(DOT\)](#)
To: [Deal, Pamela \(DOT\)](#)
Subject: FW: 190004T5
Date: Monday, June 10, 2019 12:43:03 PM
Attachments: [image002.png](#)

Hi Pam,

I added you as the first approver on requisition 190004T5 because they are unsure about whether this is classified correctly. Could you please just take a close look on this one since it's had some changes?

Thanks,

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

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

From: Lavoie, Sara (DOT)
Sent: Monday, June 10, 2019 10:04 AM
To: Johnson, Selina (DOT) <Selina.Johnson@dot.state.ma.us>
Cc: Constantine, Rashida (DOT) <Rashida.Constantine@dot.state.ma.us>; Mulcahy, Sheila (DOT) <Sheila.Mulcahy@dot.state.ma.us>; Spriggs, Nicole (DOT) <Nicole.Spriggs@dot.state.ma.us>
Subject: RE: Acting PC I

Hi Selina and Rashida, Michele Gardner is starting in the Acting PC I - Confidential Programs role today. Jaelyn is on vacation and at that time we are putting her in the Acting PC I - Facial Recognition role. To backfill their duties, I have added a CSR II requisition. Both Jaelyn and Michele are CSR III's but there are some tasks that I would not delegate to the backfill. Would you please look at the description and determine if this should be a CSR I or II or III opportunity? The requisition I created is numbered: 190004T5. I assigned it to Sheila Mulcahy through the system. If I should assign it to someone else or update it, please let me know. The idea is that we'd like to interview interested internal candidates as opposed to a temporary resource.

Sara Lavoie
Director of Enforcement Services

From: Johnson, Selina (DOT)
Sent: Tuesday, June 4, 2019 5:53 PM
To: Lavoie, Sara (DOT)
Cc: Constantine, Rashida (DOT)
Subject: Acting PC I

Hi Sara,

The requisition for the Acting PC I – Confidential Programs was approved. I will be out of the office tomorrow until June 11th. In my absence, please reach out to Rashida. I've informed Rashida of the issue that is currently taking place in Enforcement Services.

Thank you,
Selina Johnson
Massachusetts Department of Transportation Human Resources Business Partner
10 Park Plaza – Suite 3170 | Boston, MA 02116 Tel 857.368.8563 | Fax 857.368.0654

[MassDOT_Formal_Logo_25%]

[cid:image003.png@01D4D406.F63D6CE0]<https://massdot.service-now.com/dot_hr>

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From: [Mulcahy, Sheila \(DOT\)](#)
To: [Lavoie, Sara \(DOT\)](#); [Johnson, Selina \(DOT\)](#)
Cc: [Constantine, Rashida \(DOT\)](#); [Spriggs, Nicole \(DOT\)](#)
Subject: RE: Acting PC I
Date: Monday, June 10, 2019 12:39:49 PM

I've asked Pam Deal to review this for classification.

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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Massachusetts Department of Transportation Human Resources Business Partner

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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. \(DOT\)](#); [Reardon, Muazzez G. \(DOT\)](#); [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 Monday June 10, 2019.docx
Date: Monday, June 10, 2019 12:08:50 PM
Attachments: [MassDOT Daily Online Articles Monday June 10, 2019.docx](#)

From: Jessen, Klark (DOT) <Klark.Jessen@dot.state.ma.us>
Sent: Monday, June 10, 2019 10:20 AM
To: Jessen, Klark (DOT) <Klark.Jessen@dot.state.ma.us>
Subject: MassDOT Daily Online Articles Monday June 10, 2019.docx

Today's MassDOT News.

Klark

From: [Brooks, Brian \(POL\)](#)
To: [Range, Scott \(POL\)](#); [Boyle, Christopher \(DOT\)](#); [Gawron, Stephen \(POL\)](#)
Subject: RE: Facial Rec Maintenance
Date: Monday, June 10, 2019 9:34:17 AM
Attachments: [image001.png](#)

Sirs, we have nothing on the Daily Public Gatherings / Public Safety Planning Bulletin planned for that day and I'm unaware of any large events. Respectfully, Brian

From: Range, Scott (POL) <scott.range@pol.state.ma.us>
Sent: Monday, June 10, 2019 9:21 AM
To: Boyle, Christopher (DOT) <Christopher.P.Boyle@dot.state.ma.us>; Gawron, Stephen (POL) <stephen.gawron@pol.state.ma.us>; Brooks, Brian (POL) <brian.brooks@pol.state.ma.us>
Subject: RE: Facial Rec Maintenance

Sgt. Boyle,

I am not aware of any large events that day.

Det. Capt. Gawron and Lt. Brooks, please advise all either way.

Thanks

From: Boyle, Christopher (DOT)
Sent: Monday, June 10, 2019 9:11 AM
To: Range, Scott (POL); Gawron, Stephen (POL); Brooks, Brian (POL)
Subject: Facial Rec Maintenance

Sirs,

The RMV's Facial Recognition software vendor, Idemia, needs to do maintenance on the server. This work will take approximately 6-8 hours and there will be no access to the Facial Rec program while this is occurring.

They would like to do this work on Sunday, June 23, 2019 from approximately 0800-1400.

The RMV would like to confirm that there are no large scale events, etc. that will require the use of the Facial Rec software during this time frame.

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

cell: 781-738-7286



From: [Prochilo, Jim J. \(DOT\)](mailto:Prochilo.Jim.J.(DOT)@dot.state.ma.us)
To: jimprochilo@yahoo.com
Subject: FW: Papi recovering | Raytheon blockbuster | JOB BOARD MONDAY: Today's sponsor - IBEW Local 103 and NECA Greater Boston – The Power Professionals
Date: Monday, June 10, 2019 9:25:00 AM

From: MASSterlist [mailto:massterlist@massterlist.ccsend.com] **On Behalf Of** MASSterlist
Sent: Monday, June 10, 2019 9:16 AM
To: Prochilo, Jim J. (DOT) <Jim.Prochilo@dot.state.ma.us>
Subject: Papi recovering | Raytheon blockbuster | JOB BOARD MONDAY: Today's sponsor - IBEW Local 103 and NECA Greater Boston – The Power Professionals



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By Jay Fitzgerald and Keith Regan

06/10/2019

Papi recovering | Raytheon blockbuster | JOB BOARD MONDAY

Job Board Monday

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 or call 617-992-8253 for more information.

Recent postings to the MASSterList Job Board:

[Marketing and Communications Manager - new!](#), Massachusetts Association of Community Colleges (MACC)

[Office Manager and Bookkeeper - new!](#), MassBudget

[Director of Communications - new!](#), Pension Reserves Investment Management Board (PRIM)

[Regional Director](#), Office of Congressman Seth Moulton

[Office and Sales Assistant](#), 617MediaGroup

[Communications and Operations Associate](#), Massachusetts Service Alliance

[Legislative Liaison](#), City of Somerville

[Associate Director, Labor & Employee Relations](#), Harvard University

[Behavioral Health Organizer](#), SEIU Local 509

[Campus Coordinator](#), CAMERA

[Organizing Director](#), Voter Choice Massachusetts

[Regional Field Organizer](#), Voter Choice Massachusetts

[Digital Content Coordinator](#), Massachusetts Health Policy Commission (HPC)

[Click here to view more listings on the MASsterList Job Board!](#)

Happening Today

Offshore wind conference, MBTA meeting, and more

-- Massachusetts General Hospital launches its **Center for Gun Violence Prevention**, with Boston Mayor **Marty Walsh**, Attorney General **Maura Healey**, House Speaker **Robert DeLeo** and others expected to attend, Mass General, Bulfinch Tent, 55 Fruit St., Boston, 9 a.m.

-- Major players in the offshore wind industry will descend upon Boston for the **U.S. Offshore Wind Conference** and Expo, with Gov. **Charlie Baker** scheduled to deliver the day's keynote address, Boston Marriott Copley Place, 110 Huntington Ave., Boston, with Baker speaking at 9:30 a.m.,

-- **Massachusetts High Technology Council** will hold its annual meeting, with Gov. **Charlie Baker** and U.S. Rep. **Joe Kennedy** among the scheduled speakers, Seaport Hotel and World Trade Center, Plaza Ballroom, One Seaport Lane, Boston, 11 a.m.

-- **MBTA Fiscal and Management Control Board** hosts its weekly meeting with an agenda calling for discussion of the new automated fare collection 2.0 system, climate change mitigation and adaptation strategies, a commuter rail zone study and more, State Transportation Building, 10 Park Plaza, Boston, 12 p.m.

-- Gov. **Charlie Baker**, House Speaker **Robert DeLeo**, Senate President **Karen Spilka**, Lt. Gov. **Karyn Polito**, Senate Minority Leader **Bruce Tarr** and House Minority Leader **Brad Jones** attend a private State House leadership meeting, Speaker's Office, 2 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

David Ortiz shot in Dominican Republic, family expects ‘total recovery’

Here’s a Monday morning shock to the system: Retired Red Sox star David Ortiz was shot in the back yesterday in the Dominican Republic while sitting at an outdoor patio in Santo Domingo. The Globe’s [Jaclyn Reiss](#) has more on the shocking incident, while the Herald’s [Jason Mastrodonato](#) writes that Big Papi is expected to make a ‘total recovery.’

Universal Hub has a [video of the shooting](#). Pay attention to the circled portion at the very top. It looks like a deliberate hit job of some sort.

Raytheon to merge with United Technologies in blockbuster deal

Has Massachusetts just poached another corporation from Connecticut? Or has it in the long-term potentially lost control of a company that calls Massachusetts home? Those are some of the questions being raised amid the huge news that Waltham’s Raytheon Co. and Connecticut’s United Technologies plan to merge, creating a new defense and aerospace industry colossus. The Globe’s [Larry Edelman and Jon Chesto](#) and the [New York Times](#) have the details.

The new company will be known as Raytheon Technologies and will be based in the Boston area, company officials say. Yet, as the Globe notes, the new partners may bill the deal as a “merger of equals,” but United Technologies is “clearly the more equal” of the two in terms of control of the company. The [AP at the Boston Herald](#) reports the merger will close in the first half of 2020, after United Technologies spins off two of its units.

Boston wins key round in Long Island Bridge battle, but Quincy vows to keep fighting

The state Department of Environmental Protection has handed Boston Mayor Marty Walsh a major victory in his bid to rebuild the Long Island Bridge in Boston Harbor, approving a permit for the controversial project. But Joe DiFazio at the Patriot Ledger says the city of Quincy definitely plans to appeal the DEP decision. The [Herald’s Brooks Sutherland](#), meanwhile, reports that Mayor Thomas P. Koch isn’t wavering in his opposition to the project. “The reality is, Boston has always treated Quincy like a poor stepchild,” Koch said. “There’s a long history of Boston not being kind to their neighbor.”

[Patriot Ledger](#)

IBEW 103



Another derailment, another ‘wake up’ call for T

There was another T derailment over the weekend, this time injuring 10 people on the Green Line, and the Herald's [Sean Philip Cotter](#) reports that activists say it's yet another “huge wake up call” for the T to get its act together. Meanwhile, the [Globe's John Hilliard](#) reports the T's is still investigating the Saturday derailment. Cotter [reports separately](#) that T officials have ruled out mechanical failure as the cause of the mishap. Meaning it might be the driver? Who knows.

Warren and other Dems’ bold policy ideas: ‘Aspirational to the point of delusional’?

The [Globe's Liz Goodwin](#) and the [Washington Post's Paul Samuelson](#) note all the pricy public policy positions Democratic candidates for president are embracing these days, particularly those proposed by U.S. Sen. Elizabeth Warren. But do they stand a chance of ever being passed? Not really. Samuelson, an economics columnist, says Dems are merely “promoting fairy tales” at this point.

But the bold policy ideas seem to be working for Warren ...

They may not have a snowball's chance in hell of becoming reality, but U.S. Sen. Elizabeth Warren's expensive public-policy proposals definitely seem to be helping her presidential campaign. The [NYT reports](#) that Warren is steadily moving up in the polls in Iowa, as Bernie Sanders and Joe Biden's numbers fall. Meanwhile, the [Washington Post](#) says Warren's campaign is gaining “new momentum” largely as a result of her policy-

wonk strategy.

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Chris Gabrieli's 'blue ATM' on Beacon Hill

The Globe's James Pindell reports that there's a new stop for Dem presidential candidates in the New Hampshire primary: Boston's Louisburg Square on Beacon Hill. Specifically, Chris Gabrieli's home, where big donors and political activists have been hosting regular invitation-only, off-the-record sessions with White House hopefuls, as part of the long tradition of Massachusetts acting as a sort of a "blue ATM for progressive and liberal political candidates."

[Boston Globe](#)

Sour grapes? Moulton downplays importance of debate he'll miss

The Herald's Lisa Kashinsky reports that U.S. Rep. Seth Moulton, who recently put out a social-media appeal for help to qualify for the early presidential debates, is now poo-hooing the importance of the Dem debates – now that he's likely to be excluded from them.

[Boston Herald](#)

Hampshire College given five months to get its leadership and finances in order – or else

[Dusty Christensen](#) at the Daily Hampshire Gazette and [Deirdre Fernandes](#) at the Globe report that the New England Commission of Higher Education has given struggling Hampshire College five months to stabilize its finances and school leadership – or it may lose its accreditation.

Fund our Future



Brad Pitt to ‘Straight Parade’ organizers: Stop using me as a prop

Actor Brad Pitt is objecting to the use of his name and image by “Straight Pride Parade” organizers, who, very weirdly, have been calling Pitt an honorary “mascot” for the proposed Boston event, reports the Herald’s [Alexi Cohan reports](#). And from the [Globe’s Renee Graham’s](#): “A ‘parade’ of straight white male fragility.”

From Chicago to Framingham: Markey’s fast moving primary challenger

The Globe’s Victoria McGrane reports that Steve Pemberton, a onetime foster kid from New Bedford turned successful executive and author, quickly changed addresses after news started leaking out that he was mulling a potential run against U.S. Sen. Ed Markey. I.e. He stopped calling Chicago home after purchasing an abode in Framingham last month.

[Boston Globe](#)

Feds to Merrimack River sewage-plant operators: Clean up your act

The discharge rules can’t come soon enough for downriver communities, we can tell you that. From Christian Wade at the Salem News: “Regulators are pressing the operators of three sewage treatment systems along the Merrimack River to reduce the bacteria flowing into the river and to issue more timely alerts when raw sewage discharges through aging outfall pipes.”

[Salem News](#)

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Students, parents, and educators agree: it's time for the state to [Fund Our Future](#) by increasing state funding for public education by more than \$1.5 billion a year. We're demanding fair and equitable public education funding for every student in the Commonwealth, from pre-K through college.

[Learn more at www.fundourfuturema.org](http://www.fundourfuturema.org).

From Whitey, with punditry: Prison letters reveals gangster's Trump approval

Who knew? James 'Whitey' Bulger was a fervent supporter of President Trump and a close follower of conservative media figures, letters written by the late gangster before his murder last fall reveal, NBC News reports. The outlet gained access to a cache of Bulger's handwritten letters from behind bars and they reveal he was a big fan of Trump's no-nonsense approach towards things and a critic of Special Counsel Robert Mueller.

[NBC News](#)

Report: Catholic church lobbying against sex abuse laws

Why are we not surprised? From Christian Wade at the Gloucester Times: "The Roman Catholic Church has spent hundreds of thousands of dollars in recent years lobbying in Massachusetts, and a new report suggests the effort was aimed at derailing proposals to extend the statute of limitations for survivors of clergy sexual abuse. The report, commissioned by several law firms that represent victims of clergy abuse, found the church has spent more than \$10.6 million collectively on lobbying in several northeast states since 2011."

[Gloucester Times](#)

Invisible advice: Springfield casino committee has yet to meet

Is it even a committee if it never meets? A Community Advisory Committee formed as part of the host community agreement between Springfield and the MGM has yet to meet, more than nine months after the casino opened its doors, Peter Goonan reports at MassLive. Community activists want the panel -- which can only make recommendations to the city council -- to get to work making sure the casino company is keeping promises made to the community ahead of its licensing.

[MassLive](#)

SHNF event



Face it: Facial-recognition technology is spreading faster than privacy-protection laws

From the Herald's Marie Szaniszlo: "Facial recognition technology is spreading fast in Massachusetts — you may have already been scanned at Logan International Airport, at the Registry of Motor Vehicles, while shopping, and even on the street — giving police a new crime-fighting tool but raising privacy alarms among civil libertarians."

Szaniszlo has a [sidebar piece](#) on attempts to limit the spread of the technology, including legislation on Beacon Hill filed by Sen. Cynthia Creem and Rep. David Rogers.

[Boston Herald](#)

Medical errors are costing the state hundreds of millions a year

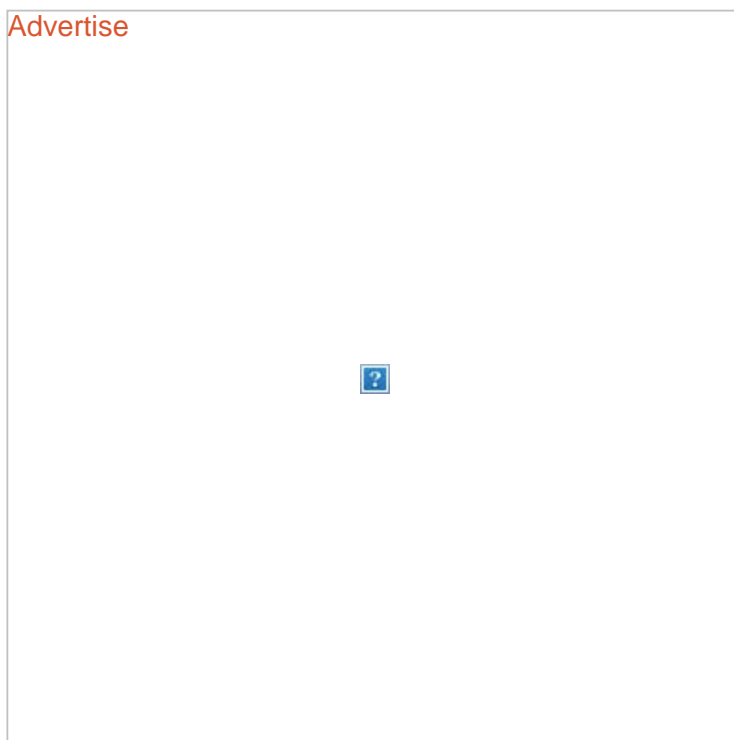
Here's another thing the medical community might want to focus on moving forward. From the Globe's Liz Kowalczyk. "In Massachusetts, a state that prides itself on its top-quality health care, 20 percent of residents have experienced a recent medical error, and most of them said they 'still feel abandoned or betrayed by their doctor,' a new survey shows. Researchers also calculated that errors in the state totaled 61,982 in one single year and that it cost \$617 million to provide the follow-up care."

[Boston Globe](#)

Hydro power: Let's do it right

Like Amy Boyd and Deborah Donovan at CommonWealth magazine, we're fans of increased use of hydro power in Massachusetts. But Boyd and Donovan make good points about how easily the import of hydro power from Quebec could turn into an energy-import shell game if the state isn't careful about how it words clean-energy laws and regulations.

[CommonWealth](#)



State's 911: Still not connecting

Globe correspondent [Peter DeMarco](#), whose wife died from an asthma attack three years ago after frantically calling 911 from outside Somerville Hospital, personally tested the 911 system from the exact same spot in Somerville — and found the system still fails to accurately and/or quickly pinpoint where an emergency call is coming from, he writes at the Globe.

Surprise pick: Anti-poverty advocate tapped to host WBUR's 'Radio Boston'

Tiziana Dearing, a longtime anti-poverty advocate and past commentator on WBUR and its website, is the somewhat surprise pick to host WBUR's "Radio Boston," the station's daily flagship show. The BBJ's Gintautas Dumcius has the details.

[BBJ](#)

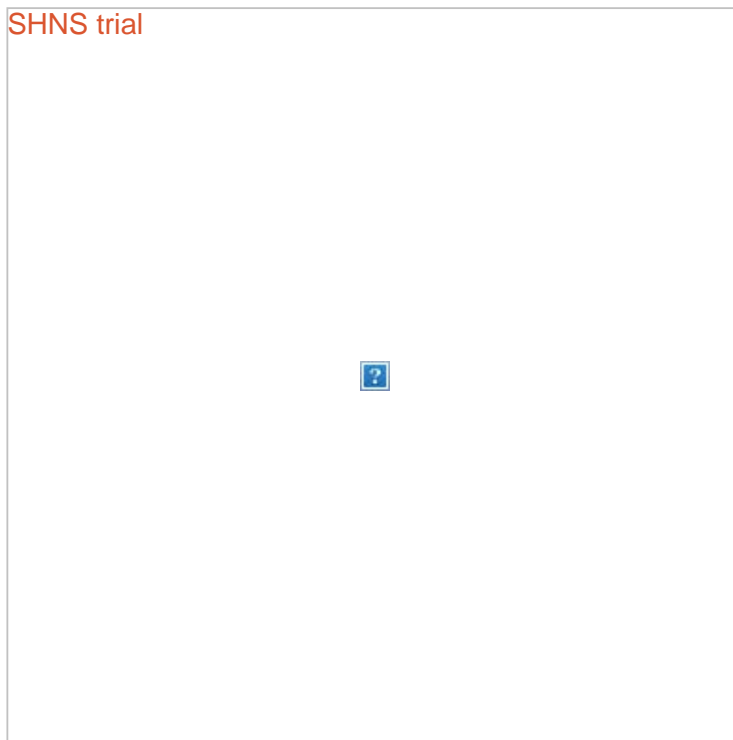
VA denies home loan to disabled Army veteran due to his pot-shop job

This story was posted online a week ago but only appeared in print this morning, i.e. [Naomi Martin's](#) Globe article about a Revere couple with two kids getting denied a VA home loan due to the fact one of them, a disabled Army veteran, has a job as an assistant manager at a licensed cannabis store. As Martin notes: “The man’s experience highlights one of the many ways that federal cannabis prohibition harms veterans who either consume marijuana or work in the marijuana industry. “

Medford students unveil memorial for unmarked graves of slaves

Gives these kids an 'A' for effort. From Sharon Brody and Hannah Chanatry at WBUR: “A memorial honoring about 50 slaves believed to be buried in unmarked graves in a Medford cemetery was unveiled Saturday at the site historians consider to be one of the oldest standing slave quarters in the northern U.S. The ceremony for the large grey memorial stone at Salem Street Burying Ground was organized by Medford Public Schools students in the Center For Citizenship & Social Responsibility.”

[WBUR](#)



Today's Headlines

Metro

[Newbury College is having a closeout sale - WBUR](#)

[Glenda Colon to become first hispanic principal in Lynn schools - Lynn Item](#)

Massachusetts

[Former Worcester Mayor Murray's portrait unveiled - Telegram & Gazette](#)

[Pedal bus hits the rail trail, causing some concerns - Daily Hampshire Gazette](#)

[Springfield Rep. Carlos Gonzalez fined for shoddy campaign finance record keeping - MassLive](#)

[Sheffield keeps its word, removes disputed UFO marker - Berkshire Eagle](#)

Nation

[NRA money flowed to board members amid allegedly lavish spending by top officials and vendors - Washington Post](#)

[How Trump Could Be Prosecuted After the White House - Politico](#)

Beacon Hill Town Square

To view more events or post an event listing on Beacon Hill Town Square, please visit events.massterlist.com.

June 10, 9 a.m.

Agrus Enterprise Training

Hosted by: NAIOP Massachusetts

This one day course is designed for new-to-intermediate users of ARGUS Enterprise or anyone who will be responsible for entering leases, budgets, market assumptions or valuation and yield parameters on a repetitive basis. [More Information](#)

[Share on Twitter](#)[Share on Facebook](#)

June 18, 11 a.m.

31st Annual Charitable Golf Tournament Benefiting Heading Home

Hosted by: NAIOP Massachusetts

Join us for NAIOP's 31st Anniversary Golf Tournament at The International! If you haven't played there yet, it is a golfer's paradise that features two award-winning 18-hole golf courses, including The Pines, designed by Robert Trent Jones. [More Information](#)

[Share on Twitter](#)[Share on Facebook](#)

June 18, 12 p.m.

Author Talk and Book Signing with Christine M. DeLucia

Hosted by: State Library of Massachusetts

History professor and author Christine M. DeLucia will speak about her recent book, Memory Lands: King Philip's War and the Place of Violence in the Northeast. [More Information](#)

[Share on Twitter](#)[Share on Facebook](#)

June 21, 8 a.m.

Launching Young Leaders: An Intensive Workshop

Hosted by: NAIOP Massachusetts

For CRE professionals with less than five years business experience. [More Information](#)
[Share on Twitter](#)[Share on Facebook](#)

June 25, 5 p.m.

Suffrage Centennial Kick-Off Celebration

Hosted by: The Women's Suffrage Celebration Coalition of Massachusetts and The Greater Boston Women's Vote

Kicking off a year of commemorations celebrating 100 years since the 19th Amendment was adopted in 1920, enabling women to vote. [More Information](#)
[Share on Twitter](#)[Share on Facebook](#)

MASterList, 568 Washington St, Wellesley, MA 02482

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June 25, 5 p.m.

Suffrage Centennial Kick-Off Celebration

Hosted by: The Women's Suffrage Celebration Coalition of Massachusetts and The Greater Boston Women's Vote

Kicking off a year of commemorations celebrating 100 years since the 19th Amendment was adopted in 1920, enabling women to vote. [More Information](#)

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Constant Contact



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From: [Range, Scott \(POL\)](#)
To: [Boyle, Christopher \(DOT\)](#); [Gawron, Stephen \(POL\)](#); [Brooks, Brian \(POL\)](#)
Subject: RE: Facial Rec Maintenance
Date: Monday, June 10, 2019 9:20:44 AM
Attachments: [image001.png](#)

Sgt. Boyle,

I am not aware of any large events that day.

Det. Capt. Gawron and Lt. Brooks, please advise all either way.

Thanks

From: Boyle, Christopher (DOT)
Sent: Monday, June 10, 2019 9:11 AM
To: Range, Scott (POL); Gawron, Stephen (POL); Brooks, Brian (POL)
Subject: Facial Rec Maintenance

Sirs,

The RMV's Facial Recognition software vendor, Idemia, needs to do maintenance on the server. This work will take approximately 6-8 hours and there will be no access to the Facial Rec program while this is occurring.

They would like to do this work on Sunday, June 23, 2019 from approximately 0800-1400.

The RMV would like to confirm that there are no large scale events, etc. that will require the use of the Facial Rec software during this time frame.

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
cell: 781-738-7286



From: [Boyle, Christopher \(DOT\)](#)
To: [Range, Scott \(POL\)](#); [Gawron, Stephen \(POL\)](#); [Brooks, Brian \(POL\)](#)
Subject: Facial Rec Maintenance
Date: Monday, June 10, 2019 9:11:00 AM
Attachments: [image001.png](#)

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Fraud Identification Unit
10 Park Plaza, 2nd Floor
Boston, MA 02116
christopher.boyle@state.ma.us
cell: 781-738-7286



From: [Dionne, Robert \(DOT\)](#)
To: [DeLeon, Pamela \(DOT\)](#); [Bamonte, Matthew \(DOT\)](#); [Mulcahy, Sheila \(DOT\)](#)
Subject: FW: DOT - Active (Open) Req Details
Date: Monday, June 10, 2019 7:03:10 AM
Attachments: [DOT - Active \(Open\) Requisition Detail.xlsx](#)

From: Oracle Business Intelligence
Sent: Monday, June 10, 2019 7:01:34 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: [Goddard, Jacquelyn \(DOT\)](#)
Subject: RE: 7 News Question
Date: Friday, June 07, 2019 8:18:56 PM

You're welcome.

From: Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>
Sent: Friday, June 7, 2019 8:18 PM
To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>
Subject: Re: 7 News Question

Thanks Judi

Jacquelyn Goddard
Communications Office
Massachusetts Department of Transportation

On Jun 7, 2019, at 7:56 PM, Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us> wrote:

Hi Mary,

Please find below and attached the requested information.

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Thanks,

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From: Mary Schwager <mschwager@whdh.com>
Sent: Monday, June 3, 2019 11:51 AM
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>
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<mschwager@whdh.com<<mailto:mschwager@whdh.com>>>
Date: May 21, 2019 at 3:29:06 PM EDT

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<judithreardon.riley@dot.state.ma.us<<mailto:judithreardon.riley@dot.state.ma.us>>>

Cc: "Goddard, Jacquelyn (DOT)"
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Subject: 7 News Question

Hey Judi and Jacquelyn,

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

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To: [Riley, Judith \(DOT\)](#)
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Date: Friday, June 07, 2019 8:17:34 PM

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Communications Office
Massachusetts Department of Transportation

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To: mschwager@whdh.com
Cc: [Goddard, Jacquelyn \(DOT\)](#)
Subject: 7 News Question
Date: Friday, June 07, 2019 7:56:59 PM
Attachments: [MassDOT RMV Drivers License ID RFR \(2014\).pdf](#)
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Subject: can you please send this tonight? Fwd: 7 News Question
Date: Friday, June 07, 2019 6:44:39 PM

Jacquelyn Goddard
Communications Office
Massachusetts Department of Transportation

Begin forwarded message:

From: "Deveney, Erin (DOT)" <Erin.Deveney@dot.state.ma.us>
Date: June 7, 2019 at 6:31:57 PM EDT
To: "Riley, Judith (DOT)" <JudithReardon.Riley@dot.state.ma.us>
Cc: "Goddard, Jacquelyn (DOT)" <Jacquelyn.Goddard@dot.state.ma.us>, "Lavoie, Sara (DOT)" <Sara.Lavoie@dot.state.ma.us>
Subject: RE: 7 News Question

DRAFT 6:28 PM

Draft response:

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From: Riley, Judith (DOT)
Sent: Friday, June 7, 2019 5:21 PM
To: Deveney, Erin (DOT)
Cc: Goddard, Jacquelyn (DOT); Lavoie, Sara (DOT)
Subject: RE: 7 News Question
Importance: High

Hi Registrar,

Mary also sent a few questions (below) in her initial email. Are you okay with the draft response below?

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?

Draft response:

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Sent: Friday, June 7, 2019 5:03 PM

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Subject: Re: 7 News Question

If Dave is fine, I don't have any objection.

If Mary asks after she gets it, we can tell her the form is being updated.

Sent from my iPhone

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Sent: Wednesday, June 5, 2019 12:23 PM

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Felix (EPS) <felix.browne@MassMail.State.MA.US>

Cc: Goddard, Jacquelyn (DOT)
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Subject: 7 News Question

Importance: High

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<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: Jacquelyn.Goddard@dot.state.ma.us
To: [Riley, Judith \(DOT\)](mailto:Riley.Judith@dot.state.ma.us)
Subject: can you please send this tonight? Fwd: 7 News Question
Date: Friday, June 07, 2019 6:44:39 PM

Jacquelyn Goddard
Communications Office
Massachusetts Department of Transportation

Begin forwarded message:

From: "Deveney, Erin (DOT)" <Erin.Deveney@dot.state.ma.us>
Date: June 7, 2019 at 6:31:57 PM EDT
To: "Riley, Judith (DOT)" <JudithReardon.Riley@dot.state.ma.us>
Cc: "Goddard, Jacquelyn (DOT)" <Jacquelyn.Goddard@dot.state.ma.us>, "Lavoie, Sara (DOT)" <Sara.Lavoie@dot.state.ma.us>
Subject: RE: 7 News Question

DRAFT 6:28 PM

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Cc: Goddard, Jacquelyn (DOT); Lavoie, Sara (DOT)
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Importance: High

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Cc: [Riley, Judith \(DOT\)](#); [Lavoie, Sara \(DOT\)](#)
Subject: Re: 7 News Question
Date: Friday, June 07, 2019 6:44:17 PM

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Jacquelyn Goddard
Communications Office
Massachusetts Department of Transportation

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DRAFT 6:28 PM

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Date: Friday, June 07, 2019 6:31:59 PM

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From: [Riley_Aed@h \(DOT\)](#)
To: [Riley_Aed@h \(DOT\)](#)
Subject: MassDOT EOD
Date: Friday, June 07, 2019 4:07:25 PM

WCVB, WBZ-TV, WHDH, WEXT, NBC BOSTON, BOSTON GLOBE

- Steve Annear is reporting that MBTA bus operator Michael Clooney is being commended for spotting a 10-year old girl who was wandering alone in the middle of Route 1 in Revere Tuesday. At 5:20 p.m. Tuesday, Chelsea Police notified the bus control center of a missing girl and provided her name and description. The information was provided to all bus operators via the radio system. At 6:00 p.m., Route 116 operator Clooney reported that he picked up the girl on North Shore Rd in the middle of the highway. He asked her to confirm the name police provided and she did. The bus continued into Wonderland where it was met by Transit Police, who took custody of the child. The Globe was provided with a video clip, which shows the bus operator pulling over to pick up the girl, and then later handing her a bottle of water. The clip ends with the bus pulling into Wonderland, where the bus was met by police officers. https://www.drapbta.com/s/58dohkcyvldd07/channel_7asy3dl_d Annear spoke with Clooney who is the father of young children himself. MBTA GM Poflak called Clooney this morning and thanked him for the hard work and dedication to public service that he exhibits every day, and for being particularly thoughtful on Tuesday in Revere. "As Mike reminded us this week, staying alert and attentive at all times is what makes a good bus operator." Story here: <https://www.bostonglobe.com/metro/2019/06/07/mbta-bus-driver-praised-for-helping-lost-girl-found-walking-along-busy-north-shore-road/TddCG3ok3bBVUxplk5eblstovr.html>.

BOSTON GLOBE

- Prompted by the MBTA's tweet about the T's first battery-electric bus prototype undergoing testing this week (<https://twitter.com/MBTA/status/1136336446997127169>), Kellen Browning asked, "how the bus works, how much it will cost, who it will serve." Browning was provided a 2017 presentation that included previous info on these battery-electric buses and informed that, with support from an FTA grant (\$10 million), the MBTA procured from New Flyer the production of five (5) No Emission (electric) 60-foot long, articulated buses. Testing of the first prototype is ongoing this week with the second prototype bus expected to arrive today or this weekend. The project includes five charging stations at the T's Southampton Street bus maintenance facility in Roxbury. Browning was also referred to an [FMCB meeting](#) last month in which [GM Poflak discussed](#) the arrival of the first battery-electric bus prototype.
- A reporter requested the driving record today of a man born in 1998 and was sent the record tonight.
- On May 29, a reporter requested the public driving record and the personal driving history for a resident of Dorchester, Massachusetts. The public record was sent May 29. The personal record was sent tonight along with a letter explaining why some information was withheld, in accordance with public records disclosure laws.

BOSTON.COM

- A reporter requested information on ongoing construction projects in the Boston area. MassDOT forwarded information on projects currently underway that may impact traffic. MassDOT also informed the reporter that MassDOT makes many efforts to minimize disruptions and reduce impacts on local communities and the traveling public. Many roadway construction projects are carried out at night in order to lessen travel impacts. Additionally, all construction work is coordinated with other ongoing projects, such as the Tobin Bridge/Chelsea Viaduct work, which is actually two separate projects) in order to optimize operations and work zones, and ensure reliable travel for members of the public. Members of the public are advised to learn of impacts in advance, plan their routes, use wayfinding tools such as mass511.com or other navigational apps, and travel at the most appropriate times in order to reach their destinations in a reliable manner.

BOSTON HERALD

- A reporter who is working on a story regarding the use of facial recognition received today responses to some additional questions. The reporter's questions and MassDOT's responses are below.

I'm assuming the RMV makes these photos available to police if they ask for it?

The RMV makes digitized images of credential holders available to law enforcement so law enforcement may confirm the veracity of the credentials presented to them.

Are there any steps the RMV takes to protect the privacy of individuals?

The dissemination of RMV held images is strictly controlled by the federal driver privacy protection act. (As an example, the DPPA prohibits the RMV from releasing license image photos to the media.)

Also, besides the RMV, does the DOT use facial recognition in any way?

MassDOT does not use facial recognition beyond the Registry's use which is strictly controlled by the federal driver privacy protection act and policy guidelines.

The state police told me they have a unit at the RMV. Are they the ones who are doing all of what you mentioned?

The MSP Fraud Identification Unit works with the RMV's Enforcement Services Unit in the administration of the program.

And what are some other examples of people the federal driver privacy protection act prohibits dissemination of such images to?

The Driver Privacy Protection Act ("DPPA") specifically limits the types of individuals and organizations that may have access to personal information contained in motor vehicle records. The RMV will not release personal information to any requestor that does not qualify for access under the DPPA.

Please refer to US Code: 18 USC 2721 to 18 USC 2725 that includes information on the prohibition on release and permitted use of personal information from state motor vehicle records. http://uscode.house.gov/view.xhtml?hl=false&edition=prelim&req GRANULEID%3AUSC-prelim-title18-section2721&L tresorit&num_0&saved_%7CKHrpdGxI0jE4IHNIY3Rpb246MjcyMSBIZGloAW%0nByZWxpbSkqT1IqKGdyYWS1bGVyZDpVU0MmcHJlIGlilXRpdGxIMTgtc2VjdGlvbjI3MjEpe%7CdHJlZXNvcnQ%3D%7C%7C0%7Cfalse%7Cprelim

It may also be helpful for you to review the RMV's Request for Personal Information form that can be found at <https://www.mass.gov/files/documents/2018/03/21/DCU140%20-%20Request%20for%20Personal%20Information%20in%20RMV%20Records.pdf>.

WCVB

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From: [Goddard, Jacquelyn \(DOT\)](#)
To: [Riley, Judith \(DOT\)](#)
Subject: RE: MassDOT EOD
Date: Friday, June 07, 2019 4:04:00 PM

May delete this:

- A reporter requested and received the driving record for a resident of Norwood.
- A reporter requested the public driving record and the personal driving history for a resident of Massachusetts. This request is pending.

May add this to Boston Globe heading:

- A reporter requested the driving record today of a man born in 1998 and was sent the record tonight.
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From: Riley, Judith (DOT)
Sent: Friday, June 07, 2019 5:57 PM
To: Goddard, Jacquelyn (DOT)
Subject: MassDOT EOD

WCVB, WBZ-TV, WHDH, WFXB, NBC BOSTON, BOSTON GLOBE

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Please refer to US Code: 18 USC 2721 to 18 USC 2725 that includes information on the prohibition on release and permitted use of personal information from state motor vehicle records. http://uscode.house.gov/view.xhtml?hl=false&edition=prelim&req-granuleid%3AUSC-prelim-title18-section2721&f-tresort&num_0&saved_%7CKHrpdGx0jE4IHNY3Rpb246MjcyMSBZIG0aW9uOnByZWxpbSkGTT1gKGdyYw51bGVpZDpVU0MmcHJbGltXRpdGxMTGtc2VjdGlvbjM3MjEp%7CdHJIZXNvcnQ%3D%7C0%7Cfalse%7Cprelim

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To: [Gardner_Jacquelyn@DOT](#)
Subject: MassDOT EOD
Date: Friday, June 07, 2019 5:56:45 PM

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NEWBURYPORT DAILY NEWS

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From: [Browne, Felix \(EPS\)](#)
To: [Browne, Felix \(EPS\)](#)
Subject: 6/7/2019 EOPSS comms update
Date: Friday, June 07, 2019 5:25:44 PM

- **Boston Globe** – A report by former AG Tom Reilly will be unimpounded in redacted form by a Middlesex Superior Court judge on Monday and Shelley Murphy is expecting to obtain a copy. She believed she would receive a copy today but the necessary redactions (by us) will not be done today (she could have picked up a court-redacted copy at the court today). The report deals with the fatal 2017 collision caused by Lynn DeWolfe, who pleaded guilty last week to driving under the influence of sedatives and painkillers; a short time prior to that collision, DeWolfe was involved in a separate, minor collision but did not appear intoxicated or otherwise impaired. The report raises some issues surrounding ignition interlock devices and suggests an unintentional breakdown in communication between MSP and Middlesex DA.
- **Boston Herald** – Marie Szaniszlo asked State Police about how they use facial recognition technology. “The Massachusetts State Police utilize facial recognition technology software, when applicable, to further criminal investigations as a tool that can help investigators identify unknown suspects and seek justice for their victims while taking offenders off the street. The department utilizes facial recognition through a software program that analyzes existing photos provided to State Police. The MSP unit at the RMV utilizes the technology to investigate suspected license fraud. 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.” On background State Police made the following points: 1) the State Police unit at the RMV utilizes the technology to investigate suspected license fraud. 2) State Police analysts have the capability to use facial recognition to help generate investigative leads for investigating State Police units or other police agencies conducting criminal investigations. This is used to help identify specific unknown criminal suspects whose images have been obtained through prior investigative steps. 4) It

is important to note that a facial recognition is only one tool utilized during the course of a criminal investigation and all MSP personnel are trained on how to incorporate facial recognition information into their investigation, in accordance with MSP policy.

- **MassLive** - Melissa Hanson last month published a story on MassLive last month about the release of 911 calls from agencies, including State 911 Department. She has a follow-up question and is looking for a response by end of day Monday. In an previous response to MassLive the State 911 department said it considers all 911 recordings to be exempt from disclosure pursuant to Exemption F because they constitute voluntary witness statements. Reporter asking us to clarify the Department's view of 911 calls. We are working with the following information, which summarizes the issue. Deadline Monday. *The State 911 Department presumes most records to be subject to the public records law and certain of the law's exemptions. The February 7, 2019 e-mail you are referring to was sent in reference to a particular event, and the statement was intended to relate to the records pertaining to that event only. Many records are specifically or by necessary implication exempted from disclosure by statute - such as CORI and HIPPA. The application of the exemptions must be determined on a case-by-case basis. As a general rule, medical information will always be of a sufficiently personal nature to warrant exemption, as well as other materials or data relating to a specifically named individual, the disclosure of which may constitute an unwarranted invasion of personal privacy. Recordings of calls that constitute investigatory materials necessarily compiled out of the public view by law enforcement may also be exempt if their disclosure could prejudice effective law enforcement. In this context, we must consider the call's use in a pending prosecution and the possibility that publication of a caller's name and address could put him or her at risk of retaliation. Finally, in calls not related to criminal conduct, such as those reporting a life-threatening emergency or seeking help for a serious accident, the caller in an effort to get aid may provide details the disclosure of which would constitute an unwarranted violation privacy, outweighing public interest in disclosure.*

- **Boston Globe** – The Department of Correction is fielding questions from David Abel after they distributed bottled water to inmates at MCI-Shirley for four days following word from their water provider that the water could contain PFAS contaminants. The DOC provided the following background information. “Upon receiving notice of a possible PFAS contamination at the Shirley Correctional Complex, the Department of Correction stopped the use of tap water and out of an abundance of caution issued bottled water to inmates. Water testing company Arcadis was contacted and collected water samples from the Shirley Correctional Complex and submitted them to MA DEP for testing. Test results indicated the water safe to drink, registering levels of 9.8 parts per trillion (ppt), well under DEP guidelines. The Shirley system currently receives water and has been receiving water from Devens since 1998. All inmates and staff were provided bottled water for 4 days.

From: [Goddard_Jacquelyn \(DOT\)](#)
To: [Riley_Judith \(DOT\)](#)
Subject: Re: MassDOT EOD
Date: Friday, June 01, 2019 5:22:59 PM

Please send out. Thanks

Jacquelyn Goddard
Communications Office
Massachusetts Department of Transportation

On Jun 7, 2019, at 5 22 PM, Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us> wrote

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The MSP Fraud Identification Unit works with the RMV's Enforcement Services Unit in the administration of the program.

And what are some other examples of people the federal driver privacy protection act prohibits dissemination of such images to?

The Driver Privacy Protection Act ("DPPA") specifically limits the types of individuals and organizations that may have access to personal information contained in motor vehicle records. The RMV will not release personal information to any requestor that does not qualify for access under the DPPA.

Please refer to US Code: 18 USC 2721 to 18 USC 2725 that includes information on the prohibition on release and permitted use of personal information from state motor vehicle records. http://uscode.house.gov/view.xhtml?hl=false&edition=prelim&cred=granted&title=18%20USC%20prelim-title18-section2721&fresort=&num_0&saved_%7CKH&rdGxIOJE4HNIY3Rpb246MjcyMSBzIG0aW9uOnByZWxpSkqTl1gKg4yYWS1bGVpZDpVU0MjHjHjGhLXRpdGsiMTgc2VjdGlvb3I3MjEp%7CjHjHjZXNvenQ%3D%7C%7C0%7Cfalse%7Cprelim

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After receiving this information the report submitted the follow-up questions below to which MassDOT provided responses.

What are the pre-stressed banded box beams?

These are pre-cast, pre-stressed concrete box beams that make up the supporting structure beneath the pavement and above the concrete abutments.

How long do they typically last?

MassDOT typically designs for a 75 year design life. This particular design has started showing issues / problems in the last 10 years or so. Due to these issues, MassDOT is not getting the anticipated life out of all of the bridges of this type.

Have the Worthington beams lasted as long as expected, longer or shorter?

The bridge was built in 1970, so we only got about 49 years out of it.

How does the Bridge Repair Contract work?

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Has the bridge been eligible in past years and not been selected? If so, why?

The bridge has been eligible for Federal Bridge Funds through the State Transportation Improvement Program with funding in the "On-System Bridge" category. The State Bridge Engineer utilizes a complex algorithm to prioritize bridges for replacement or rehabilitation. The bridge was not selected due to its ranking in this algorithm.

If it is selected for this year's contract, what would an estimated timeline for potential construction be?

We are currently looking at construction in 2020.

What does a full superstructure replacement entail?

Everything from the top of the bridge abutments up.

BOSTON COM

<!--[!supportLists]--> <!--[!endif]-->A reporter requested information on ongoing construction projects in the Boston area. MassDOT forwarded information on projects currently underway that may impact traffic. MassDOT also informed the reporter that MassDOT makes many efforts to minimize disruptions and reduce impacts on local communities and the traveling public. Many roadway construction projects are carried out at night in order to lessen travel impacts. Additionally, all construction work is coordinated with other ongoing projects, (such as the Tobin Bridge/Chelsea Viaduct work, which is actually two separate projects) in order to optimize operations and work zones, and ensure reliable travel for members of the public. Members of the public are advised to learn of impacts in advance, plan their routes, use wayfinding tools such as mass511.com or other navigational apps, and travel at the most appropriate times in order to reach their destinations in a reliable manner.

STATE HOUSE NEWS SERVICE

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BOSTON COM

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STATE HOUSE NEWS SERVICE

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From: Riley_Aedh@DOT
To: Gardner_Jacquelin@DOT
Subject: MassDOT EOD
Date: Friday, June 07, 2019 5:22:09 PM

WCVB, WBZ-TV, WHDH, WEXT, NBC BOSTON, BOSTON GLOBE

- Steve Annear is reporting that MBTA bus operator Michael Clooney is being commended for spotting a 10-year old girl who was wandering alone in the middle of Route 1 in Revere Tuesday. At 5:20 p.m. Tuesday, Chelsea Police notified the bus control center of a missing girl and provided her name and description. The information was provided to all bus operators via the radio system. At 6:00 p.m., Route 116 operator Clooney reported that he picked up the girl on North Shore Rd in the middle of the highway. He asked her to confirm the name police provided and she did. The bus continued into Wonderland where it was met by Transit Police, who took custody of the child. The Globe was provided with a video clip, which shows the bus operator pulling over to pick up the girl, and then later handing her a bottle of water. The clip ends with the bus pulling into Wonderland, where the bus was met by police officers. https://www.dragonball.com/s/8doh3kyvldf07/channel_7asy3dl_d Annear spoke with Clooney who is the father of young children himself. MBTA GM Poflak called Clooney this morning and thanked him for the hard work and dedication to public service that he exhibits every day, and for being particularly thoughtful on Tuesday in Revere. "As Mike reminded us this week, staying alert and attentive at all times is what makes a good bus operator." Story here: <https://www.bostonglobe.com/metro/2019/06/07/mbta-bus-driver-praised-for-helping-lost-girl-found-walking-along-busy-north-shore-road/TddCG3ok3bVUxplk5eblstovr.html>.
- Prompted by the MBTA's tweet about the T's first battery-electric bus prototype undergoing testing this week (<https://twitter.com/MBTA/status/1136336446997127169>), Kellen Browning asked, "how the bus works, how much it will cost, who it will serve." Browning was provided a 2017 presentation that included previous info on these battery-electric buses and informed that, with support from an FTA grant (\$10 million), the MBTA procured from New Flyer the production of five (5) No Emission (electric) 60-foot long, articulated buses. Testing of the first prototype is ongoing this week with the second prototype bus expected to arrive today or this weekend. The project includes five charging stations at the T's Southampton Street bus maintenance facility in Roxbury. Browning was also referred to an [IMCB meeting](#) last month in which [GM Poflak discussed](#) the arrival of the first battery-electric bus prototype.
- A reporter requested and received the driving record for a resident of Norwood.
- A reporter requested the public driving record and the personal driving history for a resident of Massachusetts. This request is pending.

BOSTON HERALD

- A reporter who is working on a story regarding the use of facial recognition received today responses to some additional questions. The reporter's questions and MassDOT's responses are below.

I'm assuming the RMV makes these photos available to police if they ask for it?

The RMV makes digitized images of credential holders available to law enforcement so law enforcement may confirm the veracity of the credentials presented to them.

Are there any steps the RMV takes to protect the privacy of individuals?

The dissemination of RMV held images is strictly controlled by the federal driver privacy protection act. (As an example, the DPPA prohibits the RMV from releasing license image photos to the media.)

Also, besides the RMV, does the DOT use facial recognition in any way?

MassDOT does not use facial recognition beyond the Registry's use which is strictly controlled by the federal driver privacy protection act and policy guidelines.

The state police told me they have a unit at the RMV. Are they the ones who are doing all of what you mentioned?

The MSP Fraud Identification Unit works with the RMV's Enforcement Services Unit in the administration of the program.

And what are some other examples of people the federal driver privacy protection act prohibits dissemination of such images to?

The Driver Privacy Protection Act ("DPPA") specifically limits the types of individuals and organizations that may have access to personal information contained in motor vehicle records. The RMV will not release personal information to any requestor that does not qualify for access under the DPPA.

Please refer to US Code: 18 USC 2721 to 18 USC 2725 that includes information on the prohibition on release and permitted use of personal information from state motor vehicle records. http://uscode.house.gov/view.xhtml?hl=false&edition=prelim&req-granuleid=3A18USC-prelim-title18-section2721&f-tresort&num-0&saved_%7CKIHRpdGxlOjE4IHNY3Rpb246MjcyMSBIZGl0aW9uOnByZWxpbSk7T1IqKGlyYWS1bGVpZDpVU0MmcHJhGldlXFRpdGxlMTgic2VjdGlvbjI3MjEpe%7CdhIHZXNvenQ%3D%7C%7C0%7Cfalse%7Cprelim

It may also be helpful for you to review the RMV's Request for Personal Information form that can be found at <https://www.mass.gov/files/documents/2018/03/21/DCU140%20-%20Request%20for%20Personal%20Information%20in%20RMV%20Records.pdf>.

WCVB

- A producer asked about a case that involves a customer whose motor vehicle failed a safety inspection because the license plates "weren't reflective enough. She asked whether the RMV should waive the \$20 fee for replacing the plates, if the initial plates were defective. A MassDOT spokesperson provided this response: "Please note that if Registry customers receive Failed Inspection Reports due to low levels of reflectivity on their license plates, they can bring the Reports to an RMV Service Center and have new replacement plates with the current character (number and letters) information ordered at no cost. Customers will be given a Number Plate Permit at that time, and will be notified when the new plates are available. The Permit authorizes the use of the current plates until the new plates are delivered. Customers who are not concerned with retaining their current character plate information can bring their Failed Inspection Reports to an RMV Service Center and will immediately receive newly issued plates at no cost. If customers do not bring the report, they will be charged the fee of \$10 for one plate or \$20 for two plates."
- The station asked Keolis Boston about reports the Boston Fire Department was responding to an incident at South Station today at approximately 4:45 p.m. Keolis sent the station this comment "Commuter rail continues to run although this incident caused minor delays to a handful of trains. The issue has been resolved. For details on the incident I'd refer you to the local fire department or MBTA. The fire alarm went off and as a result the fire department responded."

COUNTRY JOURNAL

- A reporter received information today on bridge repair work that is occurring on Route 112 at mile marker 9.5 in Worthington. A MassDOT spokesperson provided the following information: "Please note that MassDOT Highway Division District 1 has reduced since July 2016 the width of the bridge located on Route 112 over the Little River due to deterioration of the pre-stressed butted box beams. This bridge is not included in the State's Bridge Program at this time. However, the District includes repair work for this bridge in an upcoming District-Wide Bridge Repair Contract that is expected to be bid later this year. The District is anticipating that a full superstructure replacement will be required. The bridge will remain open during construction, but may be reduced to a single lane, alternating one way traffic pattern."

After receiving this information the report submitted the follow-up questions below to which MassDOT provided responses.

What are the pre-stressed butted box beams?

These are pre-cast, pre-stressed concrete box beams that make up the supporting structure beneath the pavement and above the concrete abutments.

How long do they typically last?

MassDOT typically designs for a 75 year design life. This particular design has started showing issues / problems in the last 10 years or so. Due to these issues, MassDOT is not getting the anticipated life out of all of the bridges of this type.

Have the Worthington beams lasted as long as expected, longer or shorter?

The bridge was built in 1970, so we only got about 49 years out of it.

How does the Bridge Repair Contract work?

District Wide Bridge Repair contracts are contracts that can be used to perform scheduled and emergency repairs on any MassDOT owned bridge within District 1. Repairs done under these contracts are generally smaller in nature than what is being proposed here.

How are projects chosen to be included?

The District was fortunate to receive some additional funding this year and decided to look at structurally deficient bridges that were not currently programmed in the State Transportation Improvement Program and probably wouldn't be any time in the near future. Decisions on what projects to be included in these types of contracts are made at the District level, specifically in the District Bridge Section, with concurrence from the District Highway Director.

Has the bridge been eligible in past years and not been selected? If so, why?

The bridge has been eligible for Federal Bridge Funds through the State Transportation Improvement Program with funding in the "On-System Bridge" category. The State Bridge Engineer utilizes a complex algorithm to prioritize bridges for replacement or rehabilitation. The bridge was not selected due to its ranking in this algorithm.

If it is selected for this year's contract, what would an estimated timeline for potential construction be?

We are currently looking at construction in 2020.

What does a full superstructure replacement entail?

Everything from the top of the bridge abutments up.

BOSTON.COM

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From: [Riley, Judith \(DOT\)](#)
To: [Deveney, Erin \(DOT\)](#)
Cc: [Goddard, Jacquelyn \(DOT\)](#); [Lavoie, Sara \(DOT\)](#)
Subject: RE: 7 News Question
Date: Friday, June 07, 2019 5:20:58 PM

Hi Registrar,

Mary also sent a few questions (below) in her initial email. Are you okay with the draft response below?

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?”

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).

Thank you very much.

Judi

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

From: Deveney, Erin (DOT) <Erin.Deveney@dot.state.ma.us>
Sent: Friday, June 7, 2019 5:03 PM
To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>
Cc: Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>; Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>
Subject: Re: 7 News Question

If Dave is fine, I don’t have any objection.

If Mary asks after she gets it, we can tell her the form is being updated.

Sent from my iPhone

> On Jun 7, 2019, at 4:54 PM, Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us> wrote:
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> From: Riley, Judith (DOT)
> Sent: Wednesday, June 5, 2019 12:23 PM

> To: Procopio, David (POL) <david.procopio@pol.state.ma.us>; Browne,
> Felix (EPS) <felix.browne@MassMail.State.MA.US>
> Cc: Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>
> Subject: 7 News Question
> Importance: High
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To: [Deveney, Erin \(DOT\)](#)
Cc: [Goddard, Jacquelyn \(DOT\)](#); [Lavoie, Sara \(DOT\)](#)
Subject: RE: 7 News Question
Date: Friday, June 07, 2019 5:06:41 PM

Thank you very much.

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To: Riley, Judith (DOT) <JudithReardon.Riley@dot.state.ma.us>
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Cc: [Goddard, Jacquelyn \(DOT\)](#); [Lavoie, Sara \(DOT\)](#)
Subject: Re: 7 News Question
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From: Riley, Judith (DOT)
Sent: Wednesday, June 5, 2019 12:23 PM
To: Procopio, David (POL) <david.procopio@pol.state.ma.us>; Browne, Felix (EPS) <felix.browne@MassMail.State.MA.US>
Cc: Goddard, Jacquelyn (DOT) <Jacquelyn.Goddard@dot.state.ma.us>
Subject: 7 News Question
Importance: High

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