

LicenseNow: licensing system modernization

State Department of Licensing · Legacy mainframe replacement · Budget committee hearing in January

Where this stands

The vendor’s data-migration milestone is six weeks late, and 38% of legacy license records failed validation in the second mock conversion. User acceptance testing has 142 open defects, 19 of them severity 1. The vendor reports that migration is waiting on agency staff to clean the legacy data. The latest steering committee deck shows the program as green and on track for June, which the conversion and testing results do not support.

ESTABLISHED

- Milestone 4 is six weeks late
- 38% of records failed validation in mock conversion 2
- 142 open UAT defects, 19 severity 1

REPORTED

- Vendor PM says migration is blocked on agency-side data cleansing

CONFLICTING

- Steering deck: green. Conversion and UAT results: not on track
- Vendor and program office disagree on who owns cleansing under SOW 3.4

UNKNOWN

- Who owns legacy data cleansing
- Whether legacy can carry the September renewal peak
- Whether a change order is needed

THE GAP THAT MATTERS

Legacy data cleansing that neither the agency nor the vendor owns, not vendor performance in general. Until someone owns it, every date is a guess.

Targeted questions

Person	One question	Why them
Dana Ortiz Contracts Officer	Does SOW 3.4 put legacy data cleansing in the vendor’s scope?	Manages the contract.
Marcus Hill Director of Licensing Operations	Can two senior examiners be assigned to data cleansing for eight weeks?	Owns the staff who know the records.
Priya Raman Agency CIO	Can the legacy system carry the September renewal peak if go-live moves?	Owns the legacy platform.

✔ Not asked: the vendor’s developers and the testing team. The reports already cover what they would say.

Next step

Provisional go-live: October 19, if a cleansing owner is named by November 15 and mock conversion 3 passes 95%.