

# Meeting Summary

Functional Area: Administer Infrastructure

Meeting: Workshop #1 Process Mail

Date: 06/06/2007

Location: Room 505



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**Meeting called by:** Nancy Saunders, with Jamie Habecker, Cindy Sussan

**Attendees:** Karen Hughes (pm), Chuck Wandling, Mike DePhillip, Mike Farnsworth, Dave Brown, Nick Danforth, Mike Farnsworth, Nancy Nolde, Ron Giddings, Bridget King, Mike Worthington (pm), Nancy Dougherty, Jamie Habecker, Cindy Sussan

**Absent:** Marie Greenberg, Will Burke, Theresa Gonyo

## Session Goals and Objectives:

1. Review Benefits and As Is documents and capture feedback
2. Familiarize team with the processes included in Administer Infrastructure and the Schedule
3. Begin documenting the business flow for incoming mail

## Summary:

Nancy introduced an Issues and Actions document we will use to track issues and assignments, resources assigned to them, and their status. The team reviewed the benefits of the 5 characteristics previously documented, adding benefits recognized by this team. This will be distributed as a separate document. More will be documented as they surface, in order to fully capture the benefits both to the agency and the public of such a large-scale undertaking.

Jamie introduced the tentative schedule of engagement of the Administer Infrastructure team, indicating that it may change as we progress and surface additional processes under the AI umbrella. There may be two proofs of concept conducted under the AI umbrella, which may impact our schedule, as well as any additional business processes or supporting functions that are enumerated as we proceed.

Mike Farnsworth gave a brief introduction to the modeling process and the group discussed the function of the Enterprise Architect software to bring together and document the process of all of the teams engaged in the redesign.

In the afternoon session we diagrammed the incoming mail process. Jamie captured the activities in two "flows", the Standard USPS Mail Process, and the Special Handling Mail Process. Karen and Bridget provided the subject matter expertise. Mike Worthington (Business and Analytical Services) joined the group. Linda Ford has requested copies of the agenda/meeting notes each week, along with Tracy Sheets and Tera Kovanes.

## Issues:

We will need to delineate what is included Call Center Services. Does it include only the CSMA Call Centers, or does it include the VITA Customer Care Call Center? CCC serves our internal and external customers, and the VITA call center serves *us and the DMV Selects*.

## Plan for Next Session:

Review Process Mail flows (2), collaborate on the revisions that surface, and validate them.