

Meeting Summary
Functional Area: Administer Infrastructure



Meeting: Workshop -- Process Mail

Date: 07/25/2007

Location: Room 505

Meeting called by: Jamie Habecker and Cindy Sussan

Attendees: Karen Hughes, Bridget King-Washington, Nick Danforth, Chuck Wandling, Marie Greenberg, Jamie Habecker, Cindy Sussan

Absent: Theresa Gonyo, Nancy Nolde, Ron Giddings, Will Burke, Nancy Saunders, Mike Worthington, Mike DePhillip, Mike Farnsworth.

Session Goals and Objectives:

1. Overview of Meetings with Work Areas
2. Review scenarios developed to date and add in the steps required to prep and image the mail, to include any business processing reengineering identified.

Summary

Cindy gave an update on the POC/Grants: The team has been assembled, and the workstream drafted. Some risks have been identified, but the team is committed to successfully completing the POC of the OnBase scalability and expansion into e-forms and work flow; of the Iconix methodology, the product of which will be the online grants application. Also, a second POC has been approved: the transformation of the VSA17a to an online form which will enable customers to begin their titling transaction online by keying in their information. The customer will then be able to visit a DMV Select where the agent will be able to pull it up on the system and complete the transaction. Nancy will be in an oversight role for both POCs. She, Jamie and Cindy will keep the team apprised of progress.

Bridget spoke about the work sessions with the work areas regarding the mail they receive. After the one held this week with Financial Services, one more is scheduled with Titles next week. Bridget had some ideas for streamlining, standardizing, and improving the mail process and she will pass the documentation on to Jamie and Cindy so that the ideas will not be "lost" and can be incorporated in to the Future State model and/or as Process Improvement Opportunities.

One recommendation for Process Improvement was that Mail Services should establish guidelines as to when a Post Office box would be required for a functional area to receive mail, and that Mail Services should review the current usage of PO boxes to maximize DMV's investment in them. There may be some additional functional areas that could benefit from having one, or some areas for which the need has passed.

Turning to the Future State, the team gathered some requirements from the Mail Services perspective, and entered them into the model. We worked through the Process Regular Mail scenarios, incorporating Image Documents (which included Prep Documents). Our work in progress for Process Regular Mail now comprises Receive Mail, Open Mail and Image Mail.

Plans for Next Workshop

1. Review To Be scenarios developed 7/25/07 for Regular Incoming Mail
2. Develop To Be scenarios for Incoming Accountable Mail