

Meeting Summary
Functional Area: Administer Infrastructure



Meeting: Workshop -- Process Mail

Date: 08/08/2007

Location: Room 505

Meeting called by: Nancy Saunders and Jamie Habecker

Attendees: Bridget King-Washington, Nick Danforth, Chuck Wandling, Will Burke, Mike Worthington, Linda Ford, Jamie Habecker.

Absent: Theresa Gonyo, Nancy Nolde, Ron Giddings, Nancy Saunders, Mike DePhillip, Mike Farnsworth, Cindy Sussan.

Session Goals and Objectives:

1. Review Process Mail To Be Scenarios

Summary

Jamie opened the meeting by explaining some of the changes that have been put in place in EA that have affected our documentation.

- The Domain Model has been split in two - there is now one model for Objects and one for Actors. For Process Mail, that means that "Mail Services", "RED Machine", "Mail Clerk" and so on have been moved to the Actor Domain Model. This will allow us to organize the information a little better, especially as we continue to add Actors and other Objects.
- All of the Actors also have requirements linked to them. As we move further along in the requirements gathering, we will further refine the Actors into HR Actors (roles assigned to DMV staff) and System Actors. System Actors, in turn, will be further refined/reclassified as Internal System Actors and External System Actors.

The team reviewed the Process Incoming Mail scenarios for a final time. Jamie will generate a file that will include all of the scenarios, requirements and objects for the team to review. Jamie will also schedule a meeting for Nancy, Jamie, Cindy, Karen and Bridget to meet with Curtis Chisholm to review the documentation as the business owner of the areas affected.

A global requirement was identified for inclusion in EA - Work areas shall re-evaluate their processes at regular intervals to ensure continual process improvement. The team wants to ensure that once this initial BPR for CSI is accomplished that the agency continues with CRM/Lean principles.

After reviewing the model, a discussion ensued about the Business Transformation Program and Process Management and how the agency will go about transitioning to a process-oriented organization. Is there a place that this transformation gets captured in the EA modeling; how does it get determined and documented? Jamie and Cindy will seek clarification on the EA/documentation aspect of the issue.

Plans for Next Workshop

We are now finished with team meetings for Mail Processing. The Administer Infrastructure team will reconvene in September to begin working with Nancy Nolde on Call Center Services. At some point in the future, the Process Mail folks (Karen and Bridget) will be brought back into the BPR process to assist with the process of routing mail once it has been imaged.