

**Meeting Summary**  
**Functional Area: Business Intelligence –On-Line Dealer Work Center**  
**Meeting: BPR session**  
**Date: September 8, 2008, 11:00 a.m.**  
**Location: 123**



**Meeting called by: Linda Ford**

**Attendees:**

Linda Ford, Terry Witt, JoAnn McKay, Jenna Wilfong, Greg Hopper, Chris Nicholl, and Judy Vesely

**Preparation for meeting:**

Review documentation submitted by Jenna Wilfong identifying reporting needs.

**Session Goals and Objectives:**

1. Discuss and identify work functions not previously covered by other CSI teams.
2. Begin documenting use cases.

**Summary:**

To date, the following functions impacting the On Line Dealer Work Center have been covered by other CSI teams:

- Title and registration processing
- Inventory
- On Line Dealer contracts

JoAnn and Jenna identified the following processes which need to be reengineered and documented:

- Receive Incoming Online Dealer/Fleet Owner Work
- Process Online Dealer/Fleet work (the documentation submitted by dealers/fleet)
- Audit Online Dealer/Fleet work
- Provide Help Desk for Dealers
- Online Dealer/Fleet Tracking Report

The team documented the current process relating to "Receive Incoming Online Dealer/Fleet Owner Work."

**Potential Process Improvements and Discussion:**

- Future State Process Improvements: Goal is to scan all incoming Online Dealer/Fleet work in mailroom and distribute electronically.

The session ended at 12:15 p.m.

**Plans for Next Workshop:**

- Document future state processes relating to “Receive Incoming Online Dealer/Fleet Owner Work
- Identify and document reporting needs to support tracking the receipt of incoming work.
- Begin documenting current and future state processes related to Online Dealer Work Center’s processing of online dealer work.

**Homework for Next Workshop:**

- Jenna to provide an example of current EXCEL report(s). Note: This was completed 9/9/08.