

Meeting Summary

Functional Area:

Credentialing Work Sub Session Issue and Renew – Escort Certificate

Date:

March 3, 2008

Location:

Richmond VA CRM 131

Meeting called by: Angela Burrell

William Childress

Robert Breitenbach

Theo Taylor



Preparation for meeting:

No previous meeting on this topic

Session Goals and Objectives:

Document and Validate Detailed Licensing Process Flows in EA:

Escort Certificates

Summary:

Completed the following Scenarios :

- Issue Escort Certificate

Plans for Next Workshop:

none

Homework for Next Workshop:

none

Scenario Report with Requirements

Package: Issue Escort Certificate

Detail:			
Use Case Name:	Issue Escort Certificate		
Status:	Identified		
Author:	Credential Team		
Created on:	3/3/2008	Modified on:	3/4/2008
Notes:	<p>Definition: Proof that an individual has passed the required testing that allows he/she to escort an oversized load. (DMV Administrative policy)</p> <p>Basic Flow:</p> <ul style="list-style-type: none"> -Customer submits Escort Certificate Application to a Customer Service Center -Customer submits a valid driver's license (VA or out of state) -CSC Teller initiates test on the testing system (KATS) -Customer takes the Escort exam -Customer passes exam <p>See Alternate Failed exam</p> <ul style="list-style-type: none"> -CSC Teller notes passed exam on the Escort Certificate Application -CSC Teller mails the Escort Certificate Application to the Hauling Permits Work Center -Hauling Permits Work Center faxes Escort Certificate Application to VCU -Hauling Permits Work Center mails Escort Certificate Application to VCU -Hauling Permits WC verifies Escort Certificate Application to testing report <p>See Alternate Application and Report Do not Match</p> <ul style="list-style-type: none"> -VCU receives Escort Certificate Application from Hauling Permits Work Center -VCU enters application information into VCU FoxPro system -FoxPro system prints Escort Certification card with Certification Number and expiration date (and other ID information) -VCU generates an Escort Approval Letter -VCU sends letter and certification card to the customer via regular mail <p>See Alternate Delay Letter or Duplicate Letter</p> <p>Alternate Failed Exam</p> <ul style="list-style-type: none"> -Customer fails exam -CSC Teller notifies customer of failure -CSC Teller notes failure on application -CSC Teller mails failed application to the Hauling Permits work center -Hauling Permit Work Center compares application to testing reports -Hauling Permits Work Center shreds application <p>Alternate Application and Report do not Match</p> <p>No current process in place</p> <p>Alternate Delay Letter or Duplicate Letter (certification has not been received or is lost by the customer)</p> <ul style="list-style-type: none"> -Customer did not receive letter and card -VCU generates a Delay Letter -VCU faxes Delay Letter to customer wherever they are located -VCU mails letter to the customer if it is a Duplicate Letter and mails the original to the address on file -VCU updates system of any correspondence sent to customer, delay letter or 		

duplicate letter

Future:

- Remove social security number from application and use driver's license number
- Customer goes to any CSC with completed application and fee (already approved by the agency)
- System validates license status and checks for outstanding offenses (serious offenses) and stops
- Customer takes the automated test
- Customer receives certification at the CSC when test is passed
- Process stops for failed tests
- Proposing a photo ID document valid for 5 years
- Replacement fee will apply for duplicates
- Driver School or training for escort drivers
- Move to National Program where the driver has to complete a classroom training with VCU as partner for a fee (to VCU)
- Update Customer record with information and provide on 360 degree view
- Allow online application and online testing
- Automatic validation of license with online application
- Route application for approval using workflow
- Automatic print of card once test is passed online

Process Improvement:

- Remove social security number from application

Linked Requirements:

Name: AAMVA shall validate the customer information

Notes:

Name: CSC Manager/Supervisor shall enter an override for an Escort Certificate issuance if a NDR match is returned

Notes:

Name: Customer shall be required to pass an Escort Certificate exam before original issuance and after each expiration of the certificate

Notes:

Name: Customer shall hold a valid driver's license to apply for an Escort Certification

Notes:

Name: Customer shall not receive an Escort Certificate if outstanding stops exist on their record

Notes:

Name: Customer shall submit an Escort Certificate Application

Notes:

Name: DMV shall issue an Escort Certificate as regulated by DMV Administrative policy

Notes:

Name: Escort Certificate exam shall be given in English

Notes:

Name: Escort Certificate shall be valid for a period of five years

Notes:

Name: NDR shall validate customer record

Notes:

Name: Revenue collected for an Escort Certificate shall be allotted to DMV's Operating Fund

Notes:

Name: System shall allow modifications to Escort Testing results by authorized DMV personnel

Notes:

Name: System shall calculate the Escort Certificate fee

Notes:

Name: System shall capture a listing of all vehicle escort drivers

Notes:

Name: System shall capture Escort Certificate transaction information for any updates or modifications and display on the customer core record

Notes:

Name: System shall capture Escort Driver exam pass/fail statistics

Notes:

Name: System shall capture non Virginia Escort Certificate customer information using a DMV alternate customer number

Notes:

Name: System shall capture passed and failed Escort Certificate results

Notes:

Name: System shall capture statistical information of Virginia Escort Drivers compared to Out of State Escort Drivers

Notes:

Name: System shall check the customer record for bad check and invoice stops

Notes:

Name: System shall convert all Escort Certificate data from VCU FoxPro system to DMV

Notes:

Name: System shall display Escort Certificate information on customer core record

Notes:

Name: System shall generate a renewal correspondence to customers with pending Escort Certificate expiration dates

Notes:

Name: System shall interface with the automated testing system to include the Escort Certificate exam

Notes:

Name: System shall issue duplicate Escort Certificates

Notes:

Name: System shall monitor Escort Certificates for upcoming expiration dates

Notes:

Name: System shall not issue an Escort Certificate if AAMVA response has not been received

Notes:

Name: System shall produce a monthly activity report for Escort Certificates

Notes:

Name: System shall produce an Escort Vehicle Operator photo identification card

Notes:

Name: System shall produces a Escort Driver Certification Exam report by location

Notes: