



Credentialing Work Sessions #1
June 6, 2007
9:00 – 4:00 p.m.

Process Coordinator: Angela Burrell
Workshop Facilitator: LaTrice Ampy
Facilitators: Theresa Anderson, Angie Turner, Wanda Turner, Stefan Yssel

Attendees:

Jacquelin Branch	Joseph Owskiak
Sandra Burwell	Shannon Powell
Richard Cordle	Hank Ramsey
Priin Cowan	Donna Rice
Albert Delucia	Michelle Ricker
Yolanda Fleming	Charlotte Roop
Tom Greene	Veralyn Rutley
Tracey Griffiths	Theo Taylor
Michael Herndon	Donyale Walker
David Hollis	Carol Waller
Joseph Horbal	Deborah Wells
Peter Iaricci	Shirley Wells
Blanche Johnson	Ruth White
Ronnie Johnson	Sarah Wood
Mitch Knuckles	

Agenda:

- **Welcome and Previous Orientation Review**
 - Credentialing Subject Matter experts were welcomed to the work session.
 - Vision and scope, Guiding rules and principles, roles and responsibilities, participant expectations, workshop guidelines, session ground rules, CSI five characteristics, and additional terminology (products, customers, inputs, suppliers/sources) were reviewed.
- **Group Discussion of Outputs, Customers, Inputs and Suppliers/Source**
 - SME's were placed in groups(Driver, Vehicle & Motor Carrier/Tax Services) to identify the following:
 - Products/Outputs-all credentials that DMV produces
 - Customers-who receives the product.
 - Inputs-what is needed to initiate the transaction
 - Suppliers/Source-who provides the input

- ❑ Each group selected a spokesperson to represent their group.
 - ❑ The spokesperson presented the group findings.
 - ❑ The Credentialing team consolidated and validated the list of customers, products, sources and inputs. This exercise demonstrated the overlapping and commonality across business areas.
- **Product Grouping**
 - ❑ Additional analysis categorized the outputs into the following process areas:
 - Licensing
 - Titling & Registration
 - ❑ These process areas will be used for process reengineering and requirements gathering in order to better utilize SME's and other resources in the most efficient manner.
 - ❑ Summary of team findings is located in the attached document. (Credentialing Issue/Renew Worksession-1 results report.)

The team discussed and identified the following terminology:

- Permits:
 - ❑ Special Authority
 - ❑ Allowance
- License:
 - ❑ Authority to ...
 - ❑ Training
 - ❑ Testing
 - ❑ Specific Requirements
 - Business
 - Personal
 - Commercial
 - ❑ Privilege
 - ❑ Proof of Identify
- Title
 - ❑ Evidence of ownership
- Registration:
 - ❑ Always tied to vehicle
 - ❑ Authority for a specific vehicle to operate on highway
 - ❑ Defines the vehicle
 - ❑ Permission to use highways
 - ❑ Proof of registration with appropriate entity
- **Parking Lot Issues**
 - Rental Tax
 - ❑ Cancellation
 - ❑ Non-filers
 - ❑ Schedules
 - ❑ Tax Returns
 - ❑ Applications
 - ❑ Invoices

- **Work Session Wrap-up**

- Reviewed work session accomplishments. Informed Subject Matter Experts that Credentialing team would review and analyze the information gathered during the work session to schedule future work sessions.
- Subject Matter Experts will receive minutes via email and an invitation to the next session where your expertise is required.
- Subject Matter Experts were encouraged to read the minutes and share session accomplishments with colleagues and co-workers, etc. and solicit their feedback to share in future work sessions.

Respectfully submitted,

Angela Burrell
Credential Process Coordinator

Credentialing Processes

Temp 10-day permit IRP/IFTA	Driver Training School
Overload Permits	Manufacturers
Trip Permits	Distributor
License Plates	Drivers
Dealer Plates	Learner's Permit
Gov & Fed Tags	90-day Temp License
Drive Away plates	Extensions (Diplomats, Military & Family, Contractors, Government Employees Assigned to Overseas)
Transport plates	Demolisher Certificates
Speciality Plates	Dealer Certificates
IFTA Decal	Salvage Dealer License
IRP decal	Dealer Supplemental/ Permanent License
Decals	Salesperson Renewal
Manufacturer of Plates	Dealer License Renewal
Cab Cards-IRP	Vehicle Removal Operator License
License plates-IRP	Mass Production Licenses
Temp Tags	Customer Return Form
Confidential Plates	Home School Certification
Registration Renewals	Legal Presence Sheet
Overload Permits	Driver Improvement Clinic Completion Certificate
Hauling Permits	CDL Variances
IFTA Certificate	Driver Training School Instructor License
Local Vehicle Registration (LVR)	Commercial Drivers License Waivers
State Inspection Information	Commercial Drivers License
IRP Titles	Driver Instructor School License
E-Titles	Commercial Driver Training-B
Non-Negotiable titles	Driver Instructor School Licenses
Replacement Titles	Insurance Verification
Non-repairable Certificate	CDL Certificate of Completion
Salvage Certificate	Salesperson's License Numbers
Lienholder Codes	Dealer Operator Numbers
Electronic Liens	Escort Certification
Supplemental Liens	Operating Authority Permit
VIN Plate	Rental Tax Certificate
	Disabled Parking Permits
	Operating Authority CLIPS
	Reg Manufactured Home Dealers
	Reg Out of State dealers
	ID Cards