



**Credentialing Work Session #8**  
**August 1, 2007**  
**9:00 – 4:00**

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

**SME's/Attendees:**

Albert DeLucia	Sue Matthews
Debi Wells	Shannon Powell
Tracey Griffiths	
Sarah Woods	

**Agenda:**

- **Welcome and Review**
  - ❑ Licensing Subject Matter experts were welcomed to the work session.
  - ❑ Work session #7 results were reviewed.
  
- **Group Discussion – Review and Validation of Licensing products in EA**
  - ❑ Licensing SME's validated process details for:
    - ❑ Learner's Permit under 18 (walk-in, Internet, kiosk)
    - ❑ Learner's Permit age 18 (walk-in, Internet, kiosk)
    - ❑ Learner's Permit 19 and older (walk-in, Internet, kiosk)
    - ❑ Driver's License under 18 (DLCL, walk-in, out of state)

\*\*\*\*\*Licensing SME's please review/validate ALL requirements for Learner's Permit (under 18, 18, and 19 - older) for **Internet** and **Kiosk** only. Please submit your comments/feedback to Angela Burrell by close of business on 8/10/07. Thanks in advance!\*\*\*\*\*

- **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

## Scenario Report with Requirements

**Package:** Issue Licenses and Permits

**Package:** Issue Drivers' License age under 18

<b>Detail:</b>			
Use Case Name:	Issue Driver's License under 18 out of state applicant		
Status:	Proposed		
Author:	Credential Team		
Created on:	7/25/2007	Modified on:	8/1/2007
Notes:	<ul style="list-style-type: none"> <li>-Customer submits Driver's License Application</li> <li>-Customer submits supporting documents (see alt supporting documents)</li> <li>-Teller reviews license application</li> <li>-Teller reviews license supporting documents</li> <li>-Teller verifies license application</li> <li>-Teller verifies license supporting documents</li> <li>-Teller signs application to validate identity documents</li> <li>-Teller (supervisor) verifies license application</li> <li>-Teller (supervisor) verifies supporting documents</li> <li>-Teller (supervisor) signs license application</li> <li>-Teller administers vision test</li> <li>-Teller enters license data</li> <li>-Teller verifies motor voter information</li> <li>-System performs edits (see alt edits)</li> <li>-Social Security Administration verifies social security number</li> <li>-NDR verifies customer information</li> <li>-System calculates license fee</li> <li>-Teller collects learner's permit fee</li> <li>-System prints bar code sheet</li> <li>-Teller packages application and supporting documents</li> <li>-Teller delivers package to camera tech (teller)</li> <li>-Teller places package into basket for photo retrieval</li> <li>-Camera tech verifies documentation to license application</li> <li>-Camera tech verifies bar code sheet to learner's permit application</li> <li>-Camera tech signs application</li> <li>-Camera tech returns documents to customer, except out of state license</li> <li>-Camera tech takes photograph</li> <li>-Digimarc prints license</li> <li>-Teller gives license to customer</li> </ul> <p>Alternate Vision: Customer fails vision exam Teller gives customer medical form</p> <p>Alternate Supporting Documents: Legal presence Primary documents (see table xxx)</p>		

	<p>Proof of social security (see table yyy)  Proof of va residency (see table zzz)  Out of state license</p> <p>Alternate Interfaces:  Social Security Administration  National Driver Register (NDR)  SAVE  Vital Statistics(future)</p> <p>Alternate Edits:  Age verification  Duplicate record check  Verify stops or suspensions</p> <p>Alternate Camera Tech:  Supporting documentation does not match application  Application and supporting documents returned to teller</p> <p>Alternate Future:  Scan application for license  Scan supporting documents  System verifies documents  System captures picture at teller station or kiosk  System verifies identity using biometric identification methods  Central issue requirements (more details)</p>
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**Linked Requirements:**

**Name: CDLIS shall validate customer**

**Name: Customer shall be at least 16 years and 3 months of age to acquire a driver's license**

**Name: Customer shall have a signature by a judge if they have been found not innocent of an offense in juvenile court**

**Name: Customer shall have signature of parent or legal guardian granting consent to obtain a learner's permit**

**Name: Customer shall submit Driver's License Application**

**Name: Customer shall submit primary proof of identity**

**Name: Customer shall submit proof of legal presence**

**Name: Customer shall submit proof of social security**

**Name: Customer shall submit proof of VA residency**

**Name: Digimarc system shall print the license**

**Name: DMV shall issue driver's license as required by statute 46.2-335**

**Name: NDR shall validate customer record**

**Name: Supervisor shall sign application to verify identity documents**

**Name: System shall accept scanned applications**

**Name: System shall accept scanned supporting documents**

**Name: System shall calculate learner's permit/license fee**

**Name: System shall check for duplicate customer records**

**Name: System shall display fees**

**Name: System shall display scanned data**

**Name: System shall interface with Social Security Administration to verify social security number**

**Name: System shall print barcode sheet for imaging**

**Name: System shall provide capability for supervisor to approve identity documents via workflow**

**Name: System shall provide capability to capture photo when driver's license/learner's permit application is submitted**

**Name: System shall provide capability to identify customers using biometric technology**

**Name: System shall provide multiple document approval process using workflow**

**Name: System shall validate application via scanning**

**Name: System shall validate scanned supporting documents**

**Name: System shall verify age eligibility**

**Name: System shall verify social security with Social Security Administration prior to fee calculation**

**Name: Teller shall deliver application to camera area**

**Name: Teller shall give customer a vision/medical form**

**Name: Teller shall perform vision exam**

**Name: Teller shall receive approval of supporting documents from supervisor for all originals**

**Name: Teller shall record testing results**

**Name: Teller shall secure application and supporting documents in plastic envelope**

**Name: Teller shall sign application to verify identity documents**

**Name: Teller shall surrender out of state license/transcript in system**

**Name: Teller shall take license photo**

**Name: Teller shall verify motor voter information, if applicable**

Use Case Name:	Issue Driver's License under 18 via DLCI		
Status:	Proposed		
Author:	Credential Team		
Created on:	7/25/2007	Modified on:	8/1/2007
Notes:	<p>-School submits driver education certificate to DLCI          -Mailroom scans driver education certificate(alt scan)          -Teller receives driver education certificate          -Teller reviews driver education certificate          -Teller enters drivers education data(alt scan)          -Digimarc produces DL          -Teller matches license to certificates          -Teller files certificates          -Teller sorts licenses by court jurisdiction          -Teller packages licenses          -Teller delivers licenses to mailroom(next day)(alt Fairfax)          -Mailroom processes licenses(inserter process)          -Mailroom returns licenses to DLCI(not mailed yet)          -DLCI teller files licenses according to court          -Teller keeps licenses until Thursday          -Teller verifies license against mailer (age/court jurisdiction to license)          -Teller logs total for each court jurisdiction          -Teller applies address label to master envelope          -Teller inserts licenses into envelope          -Teller delivers envelopes to conveyor          -Conveyor delivers envelopes to mailroom</p> <p>Alt Fairfax          -Teller batches Fairfax licenses(no mailer)          -Teller delivers Fairfax licenses to conveyor          -Conveyor delivers Fairfax licenses to mailroom</p> <p>Alt scan          System populates drivers education data</p> <p>Alt interfaces          NDR          SSA          AAMVANET (network)</p> <p>Alternate Stops:          School submits incomplete certificate          Teller sends letter to the customer to get completed certificate</p> <p>Customer record is suspended/stops on record          Teller sends letter to customer          Customer clears stop</p>		

	<p>Customer has not held learner's permit for 9 months  System gives error message  System sends letter to customer indicating ineligibility</p> <p>Image cannot be retrieved  Letter is sent to customer  Customer comes in to retake photo  License issued at CSC  Teller mails license to court</p> <p>Customer originally submitted out of state learner's permit at original issue  System gives error if 9 months has not been met  Teller submits state to state inquiry (LICINQ)  System verifies out of state learner's permit for issue date  SSG updates customer record with valid issue date  DLCI processes certificate and issues license</p> <p>Alternate Future:  Interface with other states to prevent manual state to state inquiry  Automatic verification of issue date</p>
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**Linked Requirements:**

**Name: Customer may submit out of state driver's education certificate if original learner's permit was issued out of state**

**Name: Customer shall be at least 16 years and 3 months of age to acquire a driver's license**

**Name: Customer shall complete required hours of classroom and behind the wheel driver education**

**Name: Customer shall hold learner's permit for 9 months before acquiring a driver's license**

**Name: Digimarc system shall print the license**

**Name: DMV shall issue driver's license as required by statute 46.2-335**

**Name: Mailroom clerk shall mail licenses to jurisdiction**

**Name: NDR shall validate customer record**

**Name: School shall submit Driver's Education Certificate**

**Name: System shall check for duplicate customer records**

**Name: System shall interface with other states to perform state to state inquiry**

**Name: System shall interface with Social Security Administration to verify social security number**

**Name: System shall verify age eligibility**

**Name: System shall verify social security with Social Security Administration prior to fee calculation**

**Name: Teller shall enter classroom and skills test results**

**Name: Teller shall enter issue date of learner's permit for out of state customers.**

Use Case Name:	Issue Original Driver's License under 18 via walk-in		
Status:	Proposed		
Author:	Credential Team		
Created on:	7/25/2007	Modified on:	8/1/2007
Notes:	<p>Basic Flow:</p> <ul style="list-style-type: none"><li>-Customer submits Driver's License Application, if license is not on file</li><li>-Customer submits supporting documents (see alt supporting documents) see Alternate Out of State</li><li>-Teller reviews license application</li><li>-Teller reviews license supporting documents</li><li>-Teller verifies license application</li><li>-Teller verifies license supporting documents</li><li>-Teller signs application to validate identity documents</li><li>-Teller enters data</li><li>-Teller enters driver's education data</li><li>-Teller verifies motor voter information</li><li>-System performs edits (see alt edits)</li><li>-Social Security Administration verifies social security number</li><li>-NDR verifies customer information</li><li>-Teller packages application and supporting documents</li><li>-System prints bar code sheet</li><li>-Teller delivers package to camera tech (teller)</li><li>-Camera tech verifies documentation to license application</li><li>-Camera tech verifies bar code sheet to license application</li><li>-Camera tech signs application</li><li>-Camera tech returns documents to customer</li><li>-Camera tech takes photograph</li><li>-Digimarc prints license</li><li>-Teller mails license to court</li><li>-Teller writes temporary license, if applicable</li></ul> <p>Alternate Supporting Documents:</p> <ul style="list-style-type: none"><li>VA Learner's Permit</li><li>Driver's Education Certificate</li></ul> <p>Alternate Interfaces:</p> <ul style="list-style-type: none"><li>Social Security Administration</li><li>National Driver Register (NDR)</li><li>SAVE</li><li>Vital Statistics(future)</li><li>CDLIS</li></ul> <p>Alternate Edits:</p>		

	<p>Verify stops or suspensions</p> <p>Alternate Camera Tech:  Supporting documentation does not match application  Application and supporting documents returned to teller</p>
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**Linked Requirements:**

**Name: Customer shall be at least 16 years and 3 months of age to acquire a driver's license**

**Name: Customer shall submit Driver's License Application**

**Name: Customer shall submit written consent by judge if they have been found not innocent of a juvenile or domestic violation**

**Name: Customer shall take driver's license exam at a Customer Service Center (CSC)**

**Name: Digimarc system shall print the license**

**Name: DMV shall issue driver's license as required by statute 46.2-335**

**Name: KATS shall administer knowledge test**

**Name: KATS shall assign customer to a testing station**

**Name: KATS shall automate translation testing**

**Name: KATS shall record testing results**

**Name: NDR shall validate customer record**

**Name: Supervisor shall sign application to verify identity documents**

**Name: System shall accept scanned applications**

**Name: System shall accept scanned supporting documents**

**Name: System shall calculate learner's permit/license fee**

**Name: System shall check for duplicate customer records**

**Name: System shall display fees**

**Name: System shall display scanned data**

**Name: System shall initiate knowledge exams**

**Name: System shall interface with KATS**

**Name: System shall interface with Social Security Administration to verify social security number**

**Name: System shall print barcode sheet for imaging**

**Name: System shall print learner's permit informational brochure**

**Name: System shall provide capability for supervisor to approve identity documents via workflow**

**Name: System shall provide capability to capture photo when driver's license/learner's permit application is submitted**

**Name: System shall provide capability to identify customers using biometric technology**

**Name: System shall provide multiple document approval process using workflow**

**Name: System shall receive test results from KATS**

**Name: System shall record KATS results to customer record**

**Name: System shall schedule appointments for dl testing**

**Name: System shall send knowledge testing data to KATS (Knowledge Automated Testing System)**

**Name: System shall validate application via scanning**

**Name: System shall validate scanned supporting documents**

**Name: System shall verify age eligibility**

**Name: System shall verify social security with Social Security Administration prior to fee calculation**

**Name: System shall verify that minor has not taken the exam in the previous 15 days**

**Name: Teller shall deliver application to camera area**

**Name: Teller shall give customer a vision/medical form**

**Name: Teller shall perform vision exam**

**Name: Teller shall process test as complete KATS**

**Name: Teller shall receive approval of supporting documents from supervisor for all originals**

**Name: Teller shall record testing results on application**

**Name: Teller shall secure application and supporting documents in plastic envelope**

**Name: Teller shall sign application to verify identity documents**

**Name: Teller shall take license photo**

**Name: Teller shall verify documents before customer begins knowledge testing**

**Name: Teller shall verify motor voter information, if applicable**

**Package:** Issue Learner's Permit Under 18

<b>Detail:</b>			
Use Case Name:	Issue Learner's Permit under 18 via Internet		
Status:	Proposed		
Author:	Credential Team		
Created on:	7/25/2007	Modified on:	8/2/2007
Notes:	Customer submits application for dl learner's permit Customer submits dl supporting documents (see alt supporting documents) System reviews/verifies application for dl learner's permit System reviews/verifies supporting documents(future) System prompts customer to walk-in		

**Linked Requirements:**

**Name: Customer shall be at least 16 years and 3 months of age to acquire a driver's license**

**Name: Customer shall have signature of parent or legal guardian granting consent to obtain a learner's permit**

**Name: Customer shall submit Driver's License Application**

**Name: Customer shall submit primary proof of identity**

**Name: Customer shall submit proof of legal presence**

**Name: Customer shall submit proof of social security**

**Name: Customer shall submit proof of VA residency**

**Name: Customer shall submit written consent by judge if they have been found not innocent of a juvenile or domestic violation**

**Name: Customer shall take driver's license exam at a Customer Service Center (CSC)**

**Name: Digimarc system shall print the license**

**Name: DMV shall issue driver's license as required by statute 46.2-335**

**Name: KATS shall administer knowledge test**

**Name: KATS shall assign customer to a testing station**

**Name: KATS shall automate translation testing**

**Name: KATS shall record testing results**

**Name: NDR shall validate customer record**

**Name: Supervisor shall sign application to verify identity documents**

**Name: System shall accept scanned applications**

**Name: System shall accept scanned supporting documents**

**Name: System shall calculate learner's permit/license fee**

**Name: System shall check for duplicate customer records**

**Name: System shall display fees**

**Name: System shall display scanned data**

**Name: System shall initiate knowledge exams**

**Name: System shall interface with KATS**

**Name: System shall interface with Social Security Administration to verify social security number**

**Name: System shall print barcode sheet for imaging**

**Name: System shall print learner's permit informational brochure**

**Name: System shall provide capability for supervisor to approve identity documents via workflow**

**Name: System shall provide capability to capture photo when driver's license/learner's permit application is submitted**

**Name: System shall provide capability to identify customers using biometric technology**

**Name: System shall provide multiple document approval process using workflow**

**Name: System shall receive test results from KATS**

**Name: System shall record KATS results to customer record**

**Name: System shall schedule appointments for dl testing**

**Name: System shall send knowledge testing data to KATS (Knowledge Automated Testing System)**

**Name: System shall validate application via scanning**

**Name: System shall validate scanned supporting documents**

**Name: System shall verify age eligibility**

**Name: System shall verify social security with Social Security Administration prior to fee calculation**

**Name: System shall verify that minor has not taken the exam in the previous 15 days**

**Name: Teller shall deliver application to camera area**

**Name: Teller shall give customer a vision/medical form**

**Name: Teller shall perform vision exam**

**Name: Teller shall process test as complete KATS**

**Name: Teller shall receive approval of supporting documents from supervisor for all originals**

**Name: Teller shall record testing results on application**

**Name: Teller shall secure application and supporting documents in plastic envelope**

**Name: Teller shall sign application to verify identity documents**

**Name: Teller shall take license photo**

**Name: Teller shall verify documents before customer begins knowledge testing**

**Name: Teller shall verify motor voter information, if applicable**

Use Case Name:	Issue Learner's Permit under 18 via kiosk		
Status:	Proposed		
Author:	Credential Team		
Created on:	7/25/2007	Modified on:	8/2/2007
Notes:	Customer submits application for dl learner's permit Customer submits dl supporting documents (see alt supporting documents) System reviews/verifies application for dl learner's permit System reviews/verifies supporting documents(future) System prompts customer to walk-in		

**Linked Requirements:**

**Name: Customer shall be at least 16 years and 3 months of age to acquire a driver's license**

**Name: Customer shall have signature of parent or legal guardian granting consent to obtain a learner's permit**

**Name: Customer shall submit Driver's License Application**

**Name: Customer shall submit primary proof of identity**

**Name: Customer shall submit proof of legal presence**

**Name: Customer shall submit proof of social security**

**Name: Customer shall submit proof of VA residency**

**Name: Customer shall submit written consent by judge if they have been found not innocent of a juvenile or domestic violation**

**Name: Customer shall take driver's license exam at a Customer Service Center (CSC)**

**Name: Digimarc system shall print the license**

**Name: DMV shall issue driver's license as required by statute 46.2-335**

**Name: KATS shall administer knowledge test**

**Name: KATS shall assign customer to a testing station**

**Name: KATS shall automate translation testing**

**Name: KATS shall record testing results**

**Name: NDR shall validate customer record**

**Name: Supervisor shall sign application to verify identity documents**

**Name: System shall accept scanned applications**

**Name: System shall accept scanned supporting documents**

**Name: System shall calculate learner's permit/license fee**

**Name: System shall check for duplicate customer records**

**Name: System shall display fees**

**Name: System shall display scanned data**

**Name: System shall initiate knowledge exams**

**Name: System shall interface with KATS**

**Name: System shall interface with Social Security Administration to verify social security number**

**Name: System shall print barcode sheet for imaging**

**Name: System shall print learner's permit informational brochure**

**Name: System shall provide capability for supervisor to approve identity documents via workflow**

**Name: System shall provide capability to capture photo when driver's license/learner's permit application is submitted**

**Name: System shall provide capability to identify customers using biometric technology**

**Name: System shall provide multiple document approval process using workflow**

**Name: System shall receive test results from KATS**

**Name: System shall record KATS results to customer record**

**Name: System shall schedule appointments for dl testing**

**Name: System shall send knowledge testing data to KATS (Knowledge Automated Testing System)**

**Name: System shall validate application via scanning**

**Name: System shall validate scanned supporting documents**

**Name: System shall verify age eligibility**

**Name: System shall verify social security with Social Security Administration prior to fee calculation**

**Name: System shall verify that minor has not taken the exam in the previous 15 days**

**Name: Teller shall deliver application to camera area**

**Name: Teller shall give customer a vision/medical form**

**Name: Teller shall perform vision exam**

**Name: Teller shall process test as complete KATS**

**Name: Teller shall receive approval of supporting documents from supervisor for all originals**

**Name: Teller shall record testing results on application**

**Name: Teller shall secure application and supporting documents in plastic envelope**

**Name: Teller shall sign application to verify identity documents**

**Name: Teller shall take license photo**

**Name: Teller shall verify documents before customer begins knowledge testing**

**Name: Teller shall verify motor voter information, if applicable**

<b>Use Case Name:</b>	Issue Learner's Permit under 18 via walk-in		
<b>Status:</b>	Proposed		
<b>Author:</b>	Credential Team		
<b>Created on:</b>	7/25/2007	<b>Modified on:</b>	8/2/2007
<b>Notes:</b>	<ul style="list-style-type: none"> <li>-Customer submits Driver's License Learner's Permit application (alt internet)</li> <li>-Customer submits learner's permit supporting documents (see alt supporting documents)</li> <li>-Teller reviews learner's permit application</li> <li>-Teller reviews learner's permit supporting documents</li> <li>-Teller verifies learner's permit application</li> <li>-Teller verifies learner's permit supporting documents</li> <li>-Teller signs application to validate identity documents</li> <li>-Teller (supervisor) verifies learner's permit application</li> <li>-Teller (supervisor) verifies supporting documents</li> <li>-Teller (supervisor) signs learner's permit application</li> <li>-Teller administers vision test</li> <li>-Teller enters learner's permit data</li> <li>-Teller verifies motor voter information</li> <li>-System performs edits (see alt edits)</li> <li>-System initiates driver's license knowledge test</li> <li>-Teller packages application and supporting documents</li> <li>-Teller delivers package to camera tech (teller)</li> <li>-Camera tech verifies documentation to learner's permit application</li> </ul>		

- Camera tech assigns customer to KATS testing station
- KATS administers driver's license knowledge test
- Customer completes driver's license knowledge test
- Customer returns to camera tech
- Camera tech retrieves test and results on KATS
- Camera tech records results on learner's permit application
- Camera tech processes test results in KATS
- KATS reports test results to system
- Camera tech returns package to teller
- Teller recalls transaction in system
- System calculates learner's permit fee
- Teller collects learner's permit fee
- System prints bar code sheet
- Social Security Administration verifies social security number
- NDR verifies customer information
- Teller places package into basket for photo retrieval
- Camera tech verifies bar code sheet to learner's permit application
- Camera tech signs application
- Camera tech returns documents to customer
- Camera tech takes photograph
- Digimarc prints learner's permit
- Teller presents learner's permit and informational pamphlets to customer

Alternate Vision:

- Customer fails vision exam
- Teller gives customer medical form

Alternate Supporting Documents:

- Legal presence/primary documents (see table xxx)
- Proof of social security (see table yyy)
- Proof of va residency (see table zzz)

Alternate Interfaces:

- Social Security Administration
- National Driver Register (NDR)
- Knowledge Automated Testing System (KATS)
- SAVE
- Vital Statistics(future)

Alternate Edits:

- Age verification
- 15-day retest limit
- Duplicate record check
- Verify stops or suspensions

Alternate Camera Tech:

- Supporting documentation does not match application
- Application and supporting documents returned to teller

Alternate Internet Application:

- Customer submits application for dl learner's permit

	<p>Customer submits dl supporting documents (see alt supporting documents)  System reviews/verifies application for dl learner's permit  System reviews/verifies supporting documents(future)  System prompts customer to walk-in</p> <p>Alternate Future:  Scan application for dl learner's permit  Scan supporting documents  System verifies documents  Enhance automated translation test  System schedule appointments for written and translation test  System captures picture at teller station or kiosk  System verifies identity using biometric identification methods  Central issue requirements</p>
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**Linked Requirements:**

**Name: Customer shall be at least 16 years and 3 months of age to acquire a driver's license**

**Name: Customer shall have signature of parent or legal guardian granting consent to obtain a learner's permit**

**Name: Customer shall submit Driver's License Application**

**Name: Customer shall submit primary proof of identity**

**Name: Customer shall submit proof of legal presence**

**Name: Customer shall submit proof of social security**

**Name: Customer shall submit proof of VA residency**

**Name: Customer shall submit written consent by judge if they have been found not innocent of a juvenile or domestic violation**

**Name: Customer shall take driver's license exam at a Customer Service Center (CSC)**

**Name: Digimarc system shall print the license**

**Name: DMV shall issue driver's license as required by statute 46.2-335**

**Name: KATS shall administer knowledge test**

**Name: KATS shall assign customer to a testing station**

**Name: KATS shall automate translation testing**

**Name: KATS shall record testing results**

**Name: NDR shall validate customer record**

**Name: Supervisor shall sign application to verify identity documents**

**Name: System shall accept scanned applications**

**Name: System shall accept scanned supporting documents**

**Name: System shall calculate learner's permit/license fee**

**Name: System shall check for duplicate customer records**

**Name: System shall display fees**

**Name: System shall display scanned data**

**Name: System shall initiate knowledge exams**

**Name: System shall interface with KATS**

**Name: System shall interface with Social Security Administration to verify social security number**

**Name: System shall print barcode sheet for imaging**

**Name: System shall print learner's permit informational brochure**

**Name: System shall provide capability for supervisor to approve identity documents via workflow**

**Name: System shall provide capability to capture photo when driver's license/learner's permit application is submitted**

**Name: System shall provide capability to identify customers using biometric technology**

**Name: System shall provide multiple document approval process using workflow**

**Name: System shall receive test results from KATS**

**Name: System shall record KATS results to customer record**

**Name: System shall schedule appointments for dl testing**

**Name: System shall send knowledge testing data to KATS (Knowledge Automated Testing System)**

**Name: System shall validate application via scanning**

**Name: System shall validate scanned supporting documents**

**Name: System shall verify age eligibility**

**Name: System shall verify social security with Social Security Administration prior to fee calculation**

**Name: System shall verify that minor has not taken the exam in the previous 15 days**

**Name: Teller shall deliver application to camera area**

**Name: Teller shall give customer a vision/medical form**

**Name: Teller shall perform vision exam**

**Name: Teller shall process test as complete KATS**

**Name: Teller shall receive approval of supporting documents from supervisor for all originals**

**Name: Teller shall record testing results on application**

**Name: Teller shall secure application and supporting documents in plastic envelope**

**Name: Teller shall sign application to verify identity documents**

**Name: Teller shall take license photo**

**Name: Teller shall verify documents before customer begins knowledge testing**

**Name: Teller shall verify motor voter information, if applicable**

**Package:** Issue Learner's Permit 19 or older

<b>Detail:</b>			
Use Case Name:	Issue Learner's Permit age 19 and older via internet		
Status:	Proposed		
Author:	Credential Team		
Created on:	7/25/2007	Modified on:	8/2/2007
Notes:	Customer submits application for dl learner's permit Customer submits dl supporting documents (see alt supporting documents) System reviews/verifies application for dl learner's permit(alt stops) System reviews/verifies supporting documents(future) System prompts customer to walk-in  Alt stops System check for stops		

**Linked Requirements:**

**Name: Customer shall be at least 16 years and 3 months of age to acquire a driver's license**

**Name: Customer shall submit Driver's License Application**

**Name: Customer shall submit primary proof of identity**

**Name: Customer shall submit proof of legal presence**

**Name: Customer shall submit proof of social security**

**Name: Customer shall submit proof of VA residency**

**Name: Customer shall submit secondary proof of identity**

**Name: Customer shall take driver's license exam at a Customer Service Center (CSC)**

**Name: Digimarc system shall print the license**

**Name: DMV shall issue driver's license as required by statute 46.2-335**

**Name: KATS shall administer knowledge test**

**Name: KATS shall assign customer to a testing station**

**Name: KATS shall automate translation testing**

**Name: KATS shall record testing results**

**Name: NDR shall validate customer record**

**Name: Supervisor shall sign application to verify identity documents**

**Name: System shall accept scanned applications**

**Name: System shall accept scanned supporting documents**

**Name: System shall calculate learner's permit/license fee**

**Name: System shall calculate retest fee**

**Name: System shall check for duplicate customer records**

**Name: System shall display fees**

**Name: System shall display scanned data**

**Name: System shall initiate knowledge exams**

**Name: System shall interface with KATS**

**Name: System shall interface with Social Security Administration to verify social security number**

**Name: System shall print barcode sheet for imaging**

**Name: System shall provide capability for supervisor to approve identity documents via workflow**

**Name: System shall provide capability to capture photo when driver's license/learner's permit application is submitted**

**Name: System shall provide capability to identify customers using biometric technology**

**Name: System shall provide multiple document approval process using workflow**

**Name: System shall receive test results from KATS**

**Name: System shall record KATS results to customer record**

**Name: System shall schedule appointments for dl testing**

**Name: System shall send knowledge testing data to KATS (Knowledge Automated Testing System)**

**Name: System shall validate application via scanning**

**Name: System shall validate scanned supporting documents**

**Name: System shall verify age eligibility**

**Name: System shall verify social security with Social Security Administration prior to fee calculation**

**Name: Teller shall deliver application to camera area**

**Name: Teller shall give customer a vision/medical form**

**Name: Teller shall perform vision exam**

**Name: Teller shall process test as complete KATS**

**Name: Teller shall receive approval of supporting documents from supervisor for all originals**

**Name: Teller shall record testing results on application**

**Name: Teller shall secure application and supporting documents in plastic envelope**

**Name: Teller shall sign application to verify identity documents**

**Name: Teller shall take license photo**

**Name: Teller shall verify documents before customer begins knowledge testing**

**Name: Teller shall verify motor voter information, if applicable**

<b>Use Case Name:</b>	Issue Learner's Permit age 19 and older via kiosk		
<b>Status:</b>	Proposed		
<b>Author:</b>	Credential Team		
<b>Created on:</b>	7/25/2007	<b>Modified on:</b>	8/2/2007
<b>Notes:</b>	Customer submits application for dl learner's permit Customer submits dl supporting documents (see alt supporting documents) System reviews/verifies application for dl learner's permit(alt stops) System reviews/verifies supporting documents(future) System prompts customer to walk-in  Alt stops System check for stops		

**Linked Requirements:**

**Name: Customer shall be at least 16 years and 3 months of age to acquire a driver's license**

**Name: Customer shall submit Driver's License Application**

**Name: Customer shall submit primary proof of identity**

**Name: Customer shall submit proof of legal presence**

**Name: Customer shall submit proof of social security**

**Name: Customer shall submit proof of VA residency**

**Name: Customer shall submit secondary proof of identity**

**Name: Customer shall take driver's license exam at a Customer Service Center (CSC)**

**Name: Digimarc system shall print the license**

**Name: DMV shall issue driver's license as required by statute 46.2-335**

**Name: KATS shall administer knowledge test**

**Name: KATS shall assign customer to a testing station**

**Name: KATS shall automate translation testing**

**Name: KATS shall record testing results**

**Name: NDR shall validate customer record**

**Name: Supervisor shall sign application to verify identity documents**

**Name: System shall accept scanned applications**

**Name: System shall accept scanned supporting documents**

**Name: System shall calculate learner's permit/license fee**

**Name: System shall calculate retest fee**

**Name: System shall check for duplicate customer records**

**Name: System shall display fees**

**Name: System shall display scanned data**

**Name: System shall initiate knowledge exams**

**Name: System shall interface with KATS**

**Name: System shall interface with Social Security Administration to verify social security number**

**Name: System shall print barcode sheet for imaging**

**Name: System shall provide capability for supervisor to approve identity documents via workflow**

**Name: System shall provide capability to capture photo when driver's license/learner's permit application is submitted**

**Name: System shall provide capability to identify customers using biometric technology**

**Name: System shall provide multiple document approval process using workflow**

**Name: System shall receive test results from KATS**

**Name: System shall record KATS results to customer record**

**Name: System shall schedule appointments for dl testing**

**Name: System shall send knowledge testing data to KATS (Knowledge Automated Testing System)**

**Name: System shall validate application via scanning**

**Name: System shall validate scanned supporting documents**

**Name: System shall verify age eligibility**

**Name: System shall verify social security with Social Security Administration prior to fee calculation**

**Name: Teller shall deliver application to camera area**

**Name: Teller shall give customer a vision/medical form**

**Name: Teller shall perform vision exam**

**Name: Teller shall process test as complete KATS**

**Name: Teller shall receive approval of supporting documents from supervisor for all originals**

**Name: Teller shall record testing results on application**

**Name: Teller shall secure application and supporting documents in plastic envelope**

**Name: Teller shall sign application to verify identity documents**

**Name: Teller shall take license photo**

**Name: Teller shall verify documents before customer begins knowledge testing**

**Name: Teller shall verify motor voter information, if applicable**

<b>Use Case Name:</b>	Issue Learner's Permit age 19 and older via walk-in		
<b>Status:</b>	Proposed		
<b>Author:</b>	Credential Team		
<b>Created on:</b>	7/25/2007	<b>Modified on:</b>	8/2/2007
<b>Notes:</b>	<ul style="list-style-type: none"> <li>-Customer submits Driver's License Learner's Permit application (alt internet)</li> <li>-Customer submits learner's permit supporting documents (see alt supporting documents)</li> <li>-Teller reviews learner's permit application</li> <li>-Teller reviews learner's permit supporting documents</li> <li>-Teller verifies learner's permit application</li> <li>-Teller verifies learner's permit supporting documents(alt interfaces)</li> <li>-Teller signs application to validate identity documents</li> <li>-Teller (supervisor) verifies learner's permit application</li> <li>-Teller (supervisor) verifies supporting documents</li> <li>-Teller (supervisor) signs learner's permit application</li> <li>-Teller administers vision test</li> <li>-Teller enters learner's permit data</li> </ul>		

<ul style="list-style-type: none"> <li>-Teller verifies motor voter information</li> <li>-System performs edits (see alt edits)</li> <li>-System initiates driver's license knowledge test</li> <li>-Teller packages application and supporting documents</li> <li>-Teller delivers package to camera tech (teller)</li> <li>-Camera tech verifies documentation to learner's permit application</li> <li>-Customer requests paper/translator/oral/written test(see alternate test)</li> <li>-Camera tech assigns customer to KATS testing station</li> <li>-KATS administers driver's license knowledge test</li> <li>-Customer completes driver's license knowledge test</li> <li>-Customer returns to camera tech</li> <li>-Camera tech retrieves test and results on KATS</li> <li>-Camera tech records results on learner's permit application</li> <li>-Camera tech processes test results in KATS</li> <li>-KATS reports test results to system</li> <li>-Camera tech returns package to teller</li> <li>-Teller recalls transaction in system</li> <li>-System calculates learner's permit/license fee</li> <li>-Teller collects learner's permit/license fee</li> <li>-System prints bar code sheet</li> <li>-Social Security Administration verifies social security number</li> <li>-NDR verifies customer information</li> <li>-Teller places package into basket for photo retrieval</li> <li>-Camera tech verifies bar code sheet to learner's permit application</li> <li>-Camera tech signs application</li> <li>-Camera tech returns documents to customer</li> <li>-Camera tech takes photograph</li> <li>-Digimarc prints learner's permit</li> <li>-Teller presents learner's permit and informational pamphlets to customer</li> </ul> <p>Alternate Vision:  Customer fails vision exam  Teller gives customer vision screening/medical form</p> <p>Alternate Supporting Documents:  Legal presence/primary documents (see table xxx)  Proof of social security (see table yyy)  Proof of va residency (see table zzz)</p> <p>Alternate Interfaces:  Social Security Administration  National Driver Register (NDR)  Knowledge Automated Testing System (KATS)  SAVE(future)  Vital Statistics(future)</p> <p>Alternate Edits:  Age verification  Duplicate record check  Verify stops or suspensions</p>
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	<p>Alternate Camera Tech: Supporting documentation does not match application Application and supporting documents returned to teller</p> <p>Alternate Internet Application: Customer submits application for dl learner's permit Customer submits dl supporting documents (see alt supporting documents) System reviews/verifies application for dl learner's permit System reviews/verifies supporting documents(future) System prompts customer to walk-in</p> <p>Alternate test Teller enters type of test request(paper, translator or oral) System initiates test Camera tech prints test Senior/Camera tech scores the test Teller enters test results</p> <p>Alternate Future: Scan application for dl learner's permit Scan supporting documents System verifies documents Enhance automated translation test System schedule appointments for written and translation test System captures picture at teller station or kiosk System verifies identity using biometric identification methods Central issue requirements</p>
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**Linked Requirements:**

**Name: Customer shall be at least 16 years and 3 months of age to acquire a driver's license**

**Name: Customer shall submit Driver's License Application**

**Name: Customer shall submit primary proof of identity**

**Name: Customer shall submit proof of legal presence**

**Name: Customer shall submit proof of social security**

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**Name: Customer shall submit secondary proof of identity**

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**Name: Digimarc system shall print the license**

**Name: DMV shall issue driver's license as required by statute 46.2-335**

**Name: KATS shall administer knowledge test**

**Name: KATS shall assign customer to a testing station**

**Name: KATS shall automate translation testing**

**Name: KATS shall record testing results**

**Name: NDR shall validate customer record**

**Name: Supervisor shall sign application to verify identity documents**

**Name: System shall accept scanned applications**

**Name: System shall accept scanned supporting documents**

**Name: System shall calculate learner's permit/license fee**

**Name: System shall calculate retest fee**

**Name: System shall check for duplicate customer records**

**Name: System shall display fees**

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**Name: System shall interface with Social Security Administration to verify social security number**

**Name: System shall print barcode sheet for imaging**

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**Name: System shall validate scanned supporting documents**

**Name: System shall verify age eligibility**

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**Name: Teller shall deliver application to camera area**

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**Name: Teller shall process test as complete KATS**

**Name: Teller shall receive approval of supporting documents from supervisor for all originals**

**Name: Teller shall record testing results on application**

**Name: Teller shall secure application and supporting documents in plastic envelope**

**Name: Teller shall sign application to verify identity documents**

**Name: Teller shall take license photo**

**Name: Teller shall verify documents before customer begins knowledge testing**

**Name: Teller shall verify motor voter information, if applicable**

**Package:** Issue Learner's Permit Age 18

<b>Detail:</b>			
Use Case Name:	Issue Learner's Permit age 18 via internet		
Status:	Proposed		
Author:	Credential Team		
Created on:	7/25/2007	Modified on:	8/2/2007
Notes:	Customer submits application for dl learner's permit Customer submits dl supporting documents (see alt supporting documents) System reviews/verifies application for dl learner's permit(alt stops) System reviews/verifies supporting documents(future) System prompts customer to walk-in  Alt stops System check for stops		

**Linked Requirements:**

**Name: Customer shall be at least 16 years and 3 months of age to acquire a driver's license**

**Name: Customer shall submit Driver's License Application**

**Name: Customer shall submit primary proof of identity**

**Name: Customer shall submit proof of legal presence**

**Name: Customer shall submit proof of social security**

**Name: Customer shall submit proof of VA residency**

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**Name: KATS shall record testing results**

**Name: NDR shall validate customer record**

**Name: Supervisor shall sign application to verify identity documents**

**Name: System shall accept scanned applications**

**Name: System shall accept scanned supporting documents**

**Name: System shall calculate learner's permit/license fee**

**Name: System shall calculate retest fee**

**Name: System shall check for duplicate customer records**

**Name: System shall display fees**

**Name: System shall display scanned data**

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**Name: Teller shall take license photo**

**Name: Teller shall verify documents before customer begins knowledge testing**

**Name: Teller shall verify motor voter information, if applicable**

Use Case Name:	Issue Learner's Permit age 18 via kiosk		
Status:	Proposed		
Author:	Credential Team		
Created on:	7/25/2007	Modified on:	8/2/2007
Notes:	Customer submits application for dl learner's permit Customer submits dl supporting documents (see alt supporting documents) System reviews/verifies application for dl learner's permit System reviews/verifies supporting documents(future) System prompts customer to walk-in		

**Linked Requirements:**

**Name: Customer shall be at least 16 years and 3 months of age to acquire a driver's license**

**Name: Customer shall submit Driver's License Application**

**Name: Customer shall submit primary proof of identity**

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**Name: Teller shall verify documents before customer begins knowledge testing**

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<b>Use Case Name:</b>	Issue Learner's Permit age 18 via walk-in		
<b>Status:</b>	Proposed		
<b>Author:</b>	Credential Team		
<b>Created on:</b>	7/25/2007	<b>Modified on:</b>	8/2/2007
<b>Notes:</b>	<ul style="list-style-type: none"> <li>-Customer submits Driver's License Learner's Permit application (alt internet)</li> <li>-Customer submits learner's permit supporting documents (see alt supporting documents)</li> <li>-Teller reviews learner's permit application</li> <li>-Teller reviews learner's permit supporting documents</li> <li>-Teller verifies learner's permit application</li> <li>-Teller verifies learner's permit supporting documents(alt interfaces)</li> <li>-Teller signs application to validate identity documents</li> <li>-Teller (supervisor) verifies learner's permit application</li> <li>-Teller (supervisor) verifies supporting documents</li> <li>-Teller (supervisor) signs learner's permit application</li> <li>-Teller administers vision test</li> <li>-Teller enters learner's permit data</li> </ul>		

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