



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

Process Coordinator: Angela Burrell
Workshop Facilitator: Angie Turner
Facilitators: Theresa Anderson

SME's/Attendees:

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

Agenda:

▪ **Welcome and Review**

- Licensing Subject Matter experts were welcomed to the work session.
- Work session #8 results were reviewed.

▪ **Group Discussion – Review and Validation of Licensing products in EA**

- Licensing SME's validated process details for:
 - Driver's License under 18 (DLCI, walk-in, Kiosk, out of state (walk-in, Internet and Kiosk))
 - Driver's License age18 (DLCI, walk-in, Kiosk, out of state (walk-in, Internet and Kiosk))

*****Licensing SME's please review/validate ALL requirements for Driver's License (under 18, 18, and 18) only. Please submit your comments/feedback to Theresa Anders or Angie Turner by close of business on 8/17/07. 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 Driver's License age 18

Detail:			
Use Case Name:	Issue Driver's License Age 18 via DLCI		
Status:	Proposed		
Author:	Credential Team		
Created on:	7/25/2007	Modified on:	8/8/2007
Notes:	<p>-School submits driver education certificate to DLCI See Alt Scan</p> <ul style="list-style-type: none"> -Teller receives driver education certificate -Teller reviews driver education certificate - Teller enters data -Digimarc produces DL -Teller matches license to certificates -Teller files certificates - Teller pulls 18 years old out of batch - Teller sends batch to mailroom -Mailroom processes licenses(inserter process) -Mailroom returns licenses to DLCI(not mailed yet) -Teller files licenses by date of birth -Teller keeps licenses until Thursday -Teller logs total for 18 years old on log sheet -Teller applies address label to individual envelope -Teller inserts license into envelope -Teller delivers envelopes to conveyor -Conveyor delivers envelopes to mailroom <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</p>		

	<p>Customer comes in to retake photo License issued at CSC</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> <p>Alt scan (future) System populates drivers education data System allows driver's schools to scan certificate System allows driver's schools to enter data via Internet</p> <p>Alt Reports: System generates weekly statistical reports</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 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: Customer shall submit VA Driver Education certificate if learner's is originally issued in VA**
 - Name: Customer shall submit VA Driver's Education Certificate**
 - 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 customer**
 - Name: NDR shall validate customer record**
 - Name: School shall submit VA Driver's Education Certificate**
 - Name: System shall check for duplicate customer records**
 - Name: System shall generate statistical reports for license issue**
 - 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 Driver's License age 18 out of state applicant - Walk in		
Status:	Proposed		
Author:	Credential Team		
Created on:	7/25/2007	Modified on:	8/8/2007
Notes:	<p>Pre condition: Customer holds out of state license (valid or less than one year expired)</p> <ul style="list-style-type: none">-Customer submits Driver's License Application-Customer submits supporting documents (see alt supporting documents)- See Alternate Driver's Ed-Teller reviews license application-Teller reviews license supporting documents-Teller verifies license application-Teller verifies license supporting documents-Teller signs application to validate identity documents-Teller (supervisor) verifies license application-Teller (supervisor) verifies supporting documents-Teller (supervisor) signs license application-Teller administers vision test-Teller enters license data-Teller verifies motor voter information-System performs edits (see alt edits)-Social Security Administration verifies social security number-NDR verifies customer information <p>See Alternate Interfaces</p> <ul style="list-style-type: none">-System calculates license fee-Teller collects DL fee-System prints bar code sheet-Teller packages application and supporting documents-Teller places package into basket for photo retrieval-Camera tech verifies documentation to license application-Camera tech verifies bar code sheet to DL application-Camera tech signs application-Camera tech returns documents to customer, except out of state license/transcript (see alternate)-Camera tech takes photograph-Digimarc prints license-Teller gives license to customer <p>Alternate Vision: Customer fails vision exam Teller gives customer medical form Teller gives customer a Customer Return 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) Out of state license/Canada Proof of Driver's Ed</p> <p>Alternate Interfaces: Social Security Administration National Driver Register (NDR) Systematic Alien Verification for Entitlement Program (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 Drivers Ed: Customer submits out of state DL See DLG 0805</p> <p>Alternate No Drivers Ed proof: Customer submits out of state DL License state is not listed in DLG 0805 Teller issues a 6 month temp DL Customer completes Virginia Drivers Ed/obtain proof of completed DE requirements Customer submits proof Teller issues DL</p> <p>Alternate Foreign Countries (currently France, Germany): Customer completes Foreign DL Exchange form (DL 7) Teller faxes/scans application and supporting doc to DL work center Work Center faxes foreign country license authority for verification Work Center prints exchange letter Work Center mails letter to customer Customer brings letter and supporting documents to CSC Teller issues DL Customer retains Foreign County DL</p> <p>Alternate Canada: Treat as out of state Work Center returns license to Canada</p>
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	<p>Alternate Other Foreign Countries (excludes Canada, France and Germany): Customer must take all Driver's tests</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 motor voter information, if applicable

Name: System shall accept scanned applications

Name: System shall accept scanned supporting documents

Name: System shall calculate DL 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 a vision/medical form

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 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 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

Use Case Name:	Issue Original Driver's License Age 18 out of state via Internet		
Status:	Proposed		
Author:	Credential Team		
Created on:	7/25/2007	Modified on:	8/8/2007
Notes:	Basic Flow: -Customer submits Driver's License Application on line -Customer submits supporting documents (see alt supporting documents) -System verifies application and supporting documents See Alternate Interfaces See Alternate Edits - System receives Interface edits - System prompts customer for additional data -Customer enters additional data -System accepts motor voter information - System creates temp pending record -System calculates DL fee		

	<ul style="list-style-type: none"> - System displays DL fee -System generates confirmation - System prompts customer to visit CSC with acceptable documentation - See Walk in Alternate Supporting Documents: Out of state DL or Learner's Permit or transcript Driver's Education Certificate Proof of Legal Presence Proof of Residency Proof of Identity Proof of social security Proof of name change if applicable Alternate Interfaces: Social Security Administration National Driver Register (NDR) SAVE Vital Statistics(future) CDLIS Alternate Edits: Verify stops or suspensions
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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: DMV shall issue driver's license as required by statute 46.2-335

Name: NDR shall validate customer record

Name: System shall accept motor voter information, if applicable

Name: System shall accept scanned supporting documents

Name: System shall calculate DL fee

Name: System shall check for duplicate customer records

Name: System shall display fees

Name: System shall display scanned data

Name: System shall generate bar code for customer confirmation

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

Name: System shall print a vision/medical form

Name: System shall prompt customer to submit written consent by judge if they have been found not innocent of a juvenile or domestic violation

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

Name: System shall schedule appointments for testing

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

Use Case Name:	Issue Original Driver's License Age 18 out of state via Kiosk		
Status:	Proposed		
Author:	Credential Team		
Created on:	7/25/2007	Modified on:	8/8/2007
Notes:	Basic Flow: -Customer submits Driver's License Application on line -Customer submits supporting documents (see alt supporting documents) -System verifies application and supporting documents See Alternate Interfaces See Alternate Edits - System receives Interface edits - System prompts customer for additional data -Customer enters additional data -System accepts motor voter information - System creates temp pending record -System calculates DL fee - System displays DL fee -System generates confirmation - System issues queuing ticket - See Walk in		

	<p>Alternate Supporting Documents: Out of state DL or Learner's Permit or transcript Driver's Education Certificate Proof of Legal Presence Proof of Residency Proof of Identity Proof of social security Proof of name change if applicable</p> <p>Alternate Interfaces: Social Security Administration National Driver Register (NDR) SAVE Vital Statistics(future) CDLIS</p> <p>Alternate Edits: Verify stops or suspensions</p>
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<p>Linked Requirements:</p> <p>Name: Customer shall be at least 16 years and 3 months of age to acquire a driver's license</p> <p>Name: Customer shall submit Driver's License Application</p> <p>Name: DMV shall issue driver's license as required by statute 46.2-335</p> <p>Name: NDR shall validate customer record</p> <p>Name: System shall accept motor voter information, if applicable</p> <p>Name: System shall accept scanned supporting documents</p> <p>Name: System shall calculate DL fee</p> <p>Name: System shall check for duplicate customer records</p> <p>Name: System shall display fees</p> <p>Name: System shall display scanned data</p> <p>Name: System shall generate bar code for customer confirmation</p>	
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Name: System shall interface with Social Security Administration to verify social security number

Name: System shall print a vision/medical form

Name: System shall prompt customer to submit written consent by judge if they have been found not innocent of a juvenile or domestic violation

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

Name: System shall schedule appointments for testing

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

Use Case Name:	Issue Original Driver's License Age 18 via Internet		
Status:	Proposed		
Author:	Credential Team		
Created on:	7/25/2007	Modified on:	8/8/2007
Notes:	<p>Basic Flow:</p> <ul style="list-style-type: none">-Customer submits Driver's License Application on line-Customer submits/scans supporting documents (see alt supporting documents)-System verifies application and supporting documents <p>See Alternate Interfaces See Alternate Edits</p> <ul style="list-style-type: none">- System receives Interface edits- System prompts customer for additional data-Customer enters additional data-System accepts motor voter information- System creates temp pending record-System generates confirmation- System issues DL <p>- See DLCI</p> <p>Alternate Supporting Documents: Driver's Education Certificate Proof of name change if applicable</p> <p>Alternate Interfaces: Social Security Administration National Driver Register (NDR) SAVE Vital Statistics(future) CDLIS</p>		

	Alternate Edits: Verify stops or suspensions
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Linked Requirements:

Name: Customer shall submit Driver's License Application

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

Name: NDR shall validate customer record

Name: System shall accept motor voter information, if applicable

Name: System shall accept scanned supporting documents

Name: System shall check for duplicate customer records

Name: System shall display scanned data

Name: System shall generate bar code for customer confirmation

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

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

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

Use Case Name:	Issue Original Driver's License Age 18 via Kiosk		
Status:	Proposed		
Author:	Credential Team		
Created on:	7/25/2007	Modified on:	8/8/2007
Notes:	Basic Flow: -Customer submits Driver's License Application on line -Customer submits/scans supporting documents (see alt supporting documents) -System verifies application and supporting documents See Alternate Interfaces		

	<p>See Alternate Edits</p> <ul style="list-style-type: none"> - System receives Interface edits - System prompts customer for additional data -Customer enters additional data -System accepts motor voter information - System creates temp pending record -System indicates no fee required -System generates queuing ticket - Teller issues DL <p>- See walk-in</p> <p>Alternate Supporting Documents: Driver's Education Certificate Proof of name change if applicable</p> <p>Alternate Interfaces: Social Security Administration National Driver Register (NDR) SAVE Vital Statistics(future) CDLIS</p> <p>Alternate Edits: Verify stops or suspensions</p>
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<p>Linked Requirements:</p> <p>Name: Customer shall submit Driver’s License Application</p> <p>Name: DMV shall issue driver's license as required by statute 46.2-335</p> <p>Name: NDR shall validate customer record</p> <p>Name: System shall accept motor voter information, if applicable</p> <p>Name: System shall accept scanned supporting documents</p> <p>Name: System shall check for duplicate customer records</p> <p>Name: System shall display scanned data</p>	
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Name: System shall generate bar code for customer confirmation

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

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

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

Use Case Name:	Issue Original Driver's License Age 18 via walk-in		
Status:	Proposed		
Author:	Credential Team		
Created on:	7/25/2007	Modified on:	8/8/2007
Notes:	<p>Basic Flow:</p> <ul style="list-style-type: none"> -Customer submits Driver's License Application -Customer submits supporting documents (see alt supporting documents) see Alternate Out of State -Teller reviews license application -Teller reviews license supporting documents -Teller verifies license application -Teller verifies license supporting documents -Teller verifies customer record -Teller signs application to validate identity documents -Teller enters data -Teller enters driver's education data -Teller verifies motor voter information -System performs edits (see alt edits) -Social Security Administration verifies social security number -NDR verifies customer information -Teller packages application and supporting documents -System prints bar code sheet -Teller delivers package to camera tech (teller) -Camera tech verifies documentation to license application -Camera tech verifies bar code sheet to license application -Camera tech signs application -Camera tech returns documents to customer -Camera tech takes photograph -Digimarc prints license -Camera tech give license to customer <p>Alternate Supporting Documents:</p> <ul style="list-style-type: none"> VA Learner's Permit Driver's Education Certificate Medical forms (if applicable) Name change document 		

	<p>Alternate Interfaces: Social Security Administration National Driver Register (NDR) SAVE Vital Statistics(future) CDLIS</p> <p>Alternate Edits: 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: 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 motor voter information, if applicable**
- Name: System shall accept scanned applications**
- Name: System shall accept scanned supporting documents**
- Name: System shall check for duplicate customer records**
- Name: System shall display scanned data**
- Name: System shall interface with Social Security Administration to verify social security number**
- Name: System shall print a vision/medical form**
- 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 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 receive approval of supporting documents from supervisor for all originals

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

Scenario Report with Requirements

Package: Issue Driver's License age under 18

Detail:	
Use Case Name:	Issue Driver's License under 18 out of state applicant - Walk in

Status:	Proposed		
Author:	Credential Team		
Created on:	7/25/2007	Modified on:	8/8/2007
Notes:	<p>Pre condition: Customer holds out of state license (valid or less than one year expired)</p> <ul style="list-style-type: none"> -Customer submits Driver's License Application -Customer submits supporting documents (see alt supporting documents) - See Alternate Driver's Ed -Teller reviews license application -Teller reviews license supporting documents -Teller verifies license application -Teller verifies license supporting documents -Teller signs application to validate identity documents -Teller (supervisor) verifies license application -Teller (supervisor) verifies supporting documents -Teller (supervisor) signs license application -Teller administers vision test -Teller enters license data -Teller verifies motor voter information -System performs edits (see alt edits) -Social Security Administration verifies social security number -NDR verifies customer information -System calculates license fee -Teller collects DL fee -System prints bar code sheet -Teller packages application and supporting documents -Teller delivers package to camera tech (teller) -Teller places package into basket for photo retrieval -Camera tech verifies documentation to license application -Camera tech verifies bar code sheet to DL application -Camera tech signs application -Camera tech returns documents to customer, except out of state license/transcript (see alternate) -Camera tech takes photograph -Digimarc prints license -Teller gives license to customer <p>Alternate Vision: Customer fails vision exam Teller gives customer 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) Out of state license/Canada Proof of Driver's Ed</p> <p>Alternate Interfaces:</p>		

	<p>Social Security Administration National Driver Register (NDR) Systematic Alien Verification for Entitlement Program (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 Drivers Ed: Customer submits out of state DL See DLG 0805</p> <p>Alternate No Drivers Ed proof: Customer submits out of state DL License state is not listed in DLG 0805 Teller issues a 6 month temp DL Customer completes Virginia Drivers Ed/obtain proof of completed DE requirements Customer submits proof Teller issues DL</p> <p>Alternate Foreign Countries (currently France, Germany): Customer completes Foreign DL Exchange form (DL 7) Teller faxes/scans application and supporting doc to DL work center Work Center faxes foreign country license authority for verification Work Center prints exchange letter Work Center mails letter to customer Customer brings letter and supporting documents to CSC Teller issues DL Customer retains Foreign County DL</p> <p>Alternate Canada: Treat as out of state Work Center returns license to Canada</p> <p>Alternate Other Foreign Countries (excludes Canada, France and Germany): Customer must obtain Learner's Permit See Learner's Permit under 18</p> <p>Alternate Future: Scan application for license Scan supporting documents System verifies documents System captures picture at teller station or kiosk</p>
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	System verifies identity using biometric identification methods Central issue requirements (more details)
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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 motor voter information, if applicable**
 - Name: System shall accept scanned applications**
 - Name: System shall accept scanned supporting documents**
 - Name: System shall calculate DL 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 a vision/medical form**
 - 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 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 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

Use Case Name:	Issue Driver's License under 18 via DLCI		
Status:	Proposed		
Author:	Credential Team		
Created on:	7/25/2007	Modified on:	8/8/2007
Notes:	<ul style="list-style-type: none"> -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 		

	<p>-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>
<p>Linked Requirements:</p>	

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 customer

Name: NDR shall validate customer record

Name: School shall submit VA 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 out of state via Internet		
Status:	Proposed		
Author:	Credential Team		
Created on:	7/25/2007	Modified on:	8/8/2007
Notes:	Basic Flow: -Customer submits Driver's License Application on line -Customer submits supporting documents (see alt supporting documents) -System verifies application and supporting documents See Alternate Interfaces See Alternate Edits - System receives Interface edits - System prompts customer for additional data -Customer enters additional data -System accepts motor voter information - System creates temp pending record -System calculates DL fee - System displays DL fee -System generates confirmation		

	<ul style="list-style-type: none"> - System prompts customer to visit CSC with acceptable documentation - See Walk in <p>Alternate Supporting Documents:</p> <ul style="list-style-type: none"> Out of state DL or Learner's Permit or transcript Driver's Education Certificate Proof of Legal Presence Proof of Residency Proof of Identity Proof of social security Proof of name change if applicable <p>Alternate Interfaces:</p> <ul style="list-style-type: none"> Social Security Administration National Driver Register (NDR) SAVE Vital Statistics(future) CDLIS <p>Alternate Edits:</p> <ul style="list-style-type: none"> Verify stops or suspensions
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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: DMV shall issue driver's license as required by statute 46.2-335

Name: NDR shall validate customer record

Name: System shall accept motor voter information, if applicable

Name: System shall accept scanned supporting documents

Name: System shall calculate DL fee

Name: System shall check for duplicate customer records

Name: System shall display fees

Name: System shall display scanned data

Name: System shall generate bar code for customer confirmation

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

Name: System shall print a vision/medical form

Name: System shall prompt customer to submit written consent by judge if they have been found not innocent of a juvenile or domestic violation

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

Name: System shall schedule appointments for testing

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

Use Case Name:	Issue Original Driver's License under 18 out of state via Kiosk		
Status:	Proposed		
Author:	Credential Team		
Created on:	7/25/2007	Modified on:	8/8/2007
Notes:	<p>Basic Flow:</p> <ul style="list-style-type: none">-Customer submits Driver's License Application on line-Customer submits supporting documents (see alt supporting documents)-System verifies application and supporting documents <p>See Alternate Interfaces See Alternate Edits</p> <ul style="list-style-type: none">- System receives Interface edits- System prompts customer for additional data-Customer enters additional data-System accepts motor voter information- System creates temp pending record-System calculates DL fee- System displays DL fee-System generates confirmation- System issues queuing ticket <p>- See Walk in</p> <p>Alternate Supporting Documents: Out of state DL or Learner's Permit or transcript</p>		

	<p>Driver's Education Certificate Proof of Legal Presence Proof of Residency Proof of Identity Proof of social security Proof of name change if applicable</p> <p>Alternate Interfaces: Social Security Administration National Driver Register (NDR) SAVE Vital Statistics(future) CDLIS</p> <p>Alternate Edits: Verify stops or suspensions</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: DMV shall issue driver's license as required by statute 46.2-335

Name: NDR shall validate customer record

Name: System shall accept motor voter information, if applicable

Name: System shall accept scanned supporting documents

Name: System shall calculate DL fee

Name: System shall check for duplicate customer records

Name: System shall display fees

Name: System shall display scanned data

Name: System shall generate bar code for customer confirmation

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

Name: System shall print a vision/medical form

Name: System shall prompt customer to submit written consent by judge if they have been found not innocent of a juvenile or domestic violation

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

Name: System shall schedule appointments for testing

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

Use Case Name:	Issue Original Driver's License under 18 via Internet		
Status:	Proposed		
Author:	Credential Team		
Created on:	7/25/2007	Modified on:	8/8/2007
Notes:	<p>Basic Flow:</p> <ul style="list-style-type: none">-Customer submits Driver's License Application on line-Customer submits/scans supporting documents (see alt supporting documents)-System verifies application and supporting documents <p>See Alternate Interfaces</p> <p>See Alternate Edits</p> <ul style="list-style-type: none">- System receives Interface edits- System prompts customer for additional data-Customer enters additional data-System accepts motor voter information- System creates temp pending record-System generates confirmation- System issues DL <p>- See DLCI</p> <p>Alternate Supporting Documents:</p> <p>Driver's Education Certificate</p> <p>Proof of name change if applicable</p> <p>Alternate Interfaces:</p> <p>Social Security Administration</p> <p>National Driver Register (NDR)</p> <p>SAVE</p> <p>Vital Statistics(future)</p> <p>CDLIS</p> <p>Alternate Edits:</p>		

	Verify stops or suspensions
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Linked Requirements:

Name: Customer shall submit Driver’s License Application

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

Name: NDR shall validate customer record

Name: System shall accept motor voter information, if applicable

Name: System shall accept scanned supporting documents

Name: System shall check for duplicate customer records

Name: System shall display scanned data

Name: System shall generate bar code for customer confirmation

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

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

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

Use Case Name:	Issue Original Driver's License under 18 via Kiosk		
Status:	Proposed		
Author:	Credential Team		
Created on:	7/25/2007	Modified on:	8/8/2007
Notes:	Basic Flow: -Customer submits Driver's License Application on line -Customer submits/scans supporting documents (see alt supporting documents) -System verifies application and supporting documents See Alternate Interfaces See Alternate Edits - System receives Interface edits		

	<ul style="list-style-type: none"> - System prompts customer for additional data -Customer enters additional data -System accepts motor voter information - System creates temp pending record -System indicates no fee required -System generates queuing ticket - Teller issues DL - See walk-in Alternate Supporting Documents: Driver's Education Certificate Proof of name change if applicable Alternate Interfaces: Social Security Administration National Driver Register (NDR) SAVE Vital Statistics(future) CDLIS Alternate Edits: Verify stops or suspensions
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<p>Linked Requirements:</p> <p>Name: Customer shall submit Driver's License Application</p> <p>Name: DMV shall issue driver's license as required by statute 46.2-335</p> <p>Name: NDR shall validate customer record</p> <p>Name: System shall accept motor voter information, if applicable</p> <p>Name: System shall accept scanned supporting documents</p> <p>Name: System shall check for duplicate customer records</p> <p>Name: System shall display scanned data</p> <p>Name: System shall generate bar code for customer confirmation</p>	
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Name: System shall interface with Social Security Administration to verify social security number

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

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

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:	8/8/2007
Notes:	<p>Basic Flow:</p> <ul style="list-style-type: none">-Customer submits Driver's License Application, if license is not on file-Customer submits supporting documents (see alt supporting documents) see Alternate Out of State-Teller reviews license application-Teller reviews license supporting documents-Teller verifies license application-Teller verifies license supporting documents-Teller signs application to validate identity documents-Teller enters data-Teller enters driver's education data-Teller verifies motor voter information-System performs edits (see alt edits)-Social Security Administration verifies social security number-NDR verifies customer information-Teller packages application and supporting documents-System prints bar code sheet-Teller delivers package to camera tech (teller)-Camera tech verifies documentation to license application-Camera tech verifies bar code sheet to license application-Camera tech signs application-Camera tech returns documents to customer-Camera tech takes photograph-Digimarc prints license-Teller mails license to court-Teller writes temporary license, if applicable <p>Alternate Supporting Documents:</p> <ul style="list-style-type: none">VA Learner's PermitDriver's Education Certificate <p>Alternate Interfaces:</p> <ul style="list-style-type: none">Social Security AdministrationNational Driver Register (NDR)SAVE		

	<p>Vital Statistics(future) CDLIS</p> <p>Alternate Edits: 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 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 motor voter information, if applicable

Name: System shall accept scanned applications

Name: System shall accept scanned supporting documents

Name: System shall calculate DL 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 a vision/medical form

Name: System shall print barcode sheet for imaging

Name: System shall print learner's permit informational brochure

Name: System shall prompt customer to submit written consent by judge if they have been found not innocent of a juvenile or domestic violation

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 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 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