



Credentialing Work Session #10
August 15, 2007
9:00 – 4:00

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

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 #9 results were reviewed.

- **Group Discussion – Review and Validation of Licensing products in EA**
 - ❑ Licensing SME's validated process details for:
 - ❑ Drivers License age 19 and older (Walk-in, Internet, Kiosk)
 - ❑ Reissue of Learner's Permit (Walk-in, Internet, Kiosk)

*****Licensing SME's please review/validate ALL requirements for DL age 19 and older (walk-in, Internet, kiosk) and Reissue of Learner's Permit (walk-in Internet, kiosk) only. Please submit your comments/feedback to Theresa Anderson or Angie Turner by close of business on 8/23/07. 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.

Reminder: No Issue/Renew Credentialing Work Session August 22.

Respectfully submitted,

Angela Burrell
Credential Process Coordinator

Scenario Report with Requirements

Package: Issue Driver's License age 19 or older

Detail:			
Use Case Name:	Issue Original Driver's License Age 19 and older via internet		
Status:			
Author:	Credential Team		
Created on:	7/25/2007	Modified on:	8/15/2007
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 prompts customer to visit CSC with acceptable documentation <p>- See Walk in 19 and older</p> <p>Alternate Supporting Documents: Out of state DL or Learner's Permit or transcript Driver's Education Certificate, if applicable 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>		

	<p>Alternate Voter:</p> <ul style="list-style-type: none"> -System prints Motor Voter Acknowledgement if yes -System prints Motor Voter Application -Teller gives acknowledgement and application to customer -Customer completes MOVO application -Teller reviews application for completion <p>Future:</p> <p>Interface with Board of Elections and transmit information immediately using electronic signatures</p> <p>Alternate Document Review:</p> <p>Questionable documentation that needs further review at HQ Any supporting documentation that requires extra approval/verification per policy see DD214</p> <ul style="list-style-type: none"> -Customer scans supporting documents to Identification Review Services -System forwards information to ID Review Services -ID Specialist retrieves scanned documents -ID Specialist reviews online documents -System sends data into SAVE -SAVE generates response -System notifies if additional data is needed -ID Specialist enters additional data and resubmits to SAVE for 36 hour review, if necessary -SAVE sends response -SSA automated verification -ID Specialist contacts customer via email -System processes Authorization Letter -System sends Authorization Letter for approval via workflow -Office Manager signs Authorization Letter via electronic signature -System stores Letter -System generates customer confirmation and invitation to appear -System stores data and provides response deadline -System generates data for statistical report for agency view -System prints report on demand <p>Alternate DD214 after 1972:</p> <ul style="list-style-type: none"> -Customer scans DD214 -System sends DD214 to Dept of Defense -System verifies with Department of Defense -Dept of Defense verifies citizenship -System updates with DOD information -System sends invitation to appear -System stores data <p>Legislative Proposal:</p> <p>Accept electronic signature for motor voter application. Provide interface with BOE to accept voter applications and citizenship information.</p>
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Linked Requirements:

Name: Customer shall be at least 19 yrs old

Name: Customer shall submit Driver's License Application

Name: NDR shall validate customer record

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 provide capability for supervisor to approve identity documents via workflow

Name: System shall provide capability to identify customers using biometrics 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

Use Case Name:	Issue Original Driver's License Age 19 and older via kiosk		
Status:			
Author:	Credential Team		
Created on:	7/25/2007	Modified on:	8/15/2007
Notes:	Basic Flow: -Customer submits Driver's License Application online		

	<ul style="list-style-type: none"> -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 - System prompts customer for additional data -Customer enters additional data -System accepts motor voter information see Future -System captures photo -System verify identity using biometrics see Legislation proposal - System creates temp pending record -System calculates driver fee -System displays fee -System generates queuing ticket See walk-in Alternate Supporting Documents: Out of state DL or Learner's Permit or transcript Driver's Education Certificate, if applicable 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 Alternate Voter: -System prints Motor Voter Acknowledgement if yes -System prints Motor Voter Application -Teller gives acknowledgement and application to customer -Customer completes MOVO application -Teller reviews application for completion Future: Interface with Board of Elections and transmit information immediately using electronic signatures Alternate Document Review: Questionable documentation that needs further review at HQ Any supporting documentation that requires extra approval/verification per policy
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	<p>see DD214</p> <ul style="list-style-type: none"> -Customer scans supporting documents to Identification Review Services -System forwards information to ID Review Services -ID Specialist retrieves scanned documents -ID Specialist reviews online documents -System sends data into SAVE -SAVE generates response -System notifies if additional data is needed -ID Specialist enters additional data and resubmits to SAVE for 36 hour review, if necessary -SAVE sends response -SSA automated verification -ID Specialist contacts customer via email -System processes Authorization Letter -System sends Authorization Letter for approval via workflow -Office Manager signs Authorization Letter via electronic signature -System stores Letter -System generates customer confirmation and invitation to appear -System stores data and provides response deadline -System generates data for statistical report for agency view -System prints report on demand <p>Alternate DD214 after 1972:</p> <ul style="list-style-type: none"> -Customer scans DD214 -System sends DD214 to Dept of Defense -System verifies with Department of Defense -Dept of Defense verifies citizenship -System updates with DOD information -System sends invitation to appear -System stores data <p>Legislative Proposal:</p> <p>Accept electronic signature for motor voter application. Provide interface with BOE to accept voter applications and citizenship information.</p> <p>Potential Legislation:</p> <p>Provide biometrics identity verification</p>
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Name: Customer shall be at least 19 yrs old

Name: Customer shall submit Driver's License Application

Name: NDR shall validate customer record

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 provide capability for supervisor to approve identity documents via workflow

Name: System shall provide capability to identify customers using biometrics 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

Use Case Name:	Issue Original Driver's License Age 19 and older via walk-in		
Status:			
Author:	Credential Team		
Created on:	7/25/2007	Modified on:	8/15/2007
Notes:	Precondition: Customer holds valid VA Learner's Permit Basic Flow: -Customer submits Driver's License Application -Customer submits supporting documents (see alt supporting documents) See Alternate Document Review 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 (initiates test)		

	<ul style="list-style-type: none"> -Teller verifies motor voter information see Alternate Voter -System performs edits (see alt edits) -Social Security Administration verifies social security number -NDR verifies customer information -Teller packages application and supporting documents -Examiner administers skills test -Teller enters skills test results see Alternate Failed -System sends license to Digimarc -System prints bar code sheet -Teller delivers package to holding basket -Camera tech retrieves application and documents from basket -Camera tech verifies documentation to license application -Camera tech verifies bar code sheet to license application -Camera tech captures customer photo -Camera tech signs application -Camera tech returns documents to customer -Digimarc prints license -Camera tech give license to customer -Camera tech files application for audit <p>Alternate Supporting Documents:</p> <ul style="list-style-type: none"> VA Learner's Permit Medical forms (if applicable) Name change document <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 <p>Alternate Camera Tech:</p> <ul style="list-style-type: none"> Supporting documentation does not match application Application and supporting documents returned to teller <p>Alternate Failed:</p> <ul style="list-style-type: none"> Teller records failure in system System prints bar code sheet Teller returns supporting documents to customer Teller files application <p>Alternate Voter:</p> <ul style="list-style-type: none"> -System prints Motor Voter Acknowledgement if yes -System prints Motor Voter Application -Teller gives acknowledgement and application to customer
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- Customer completes MOVO application
- Teller reviews application for completion

Alternate Document Review:

Questionable documentation that needs further review at HQ

Any supporting documentation that requires extra approval/verification per policy see DD214

- Teller scans supporting documents to Identification Review Services
- ID Specialist retrieve scanned documents
- System prints documents from Secure Application process
- ID Specialist reviews documents
- ID Specialist enters data into SAVE
- SAVE generates response
- If necessary, additional info is needed in SAVE for further review
- ID Specialist enters additional data and resubmits to SAVE for 36 hour review
- SAVE sends response
- SSA verification
- ID Specialist contacts customer, if necessary via phone or letter(email)
- ID Specialist completes package upon receipt of all required info
- ID Specialist processes Authorization Letter
- Office Manager signs Authorization Letter
- ID Specialist faxes the letter to the CSC
- ID Specialist mails letter to customer
- ID Specialist files documentation
- CSC Teller contacts customer

Alternate DD214 after 1972:

- Teller scans or faxes DD214 to IRS
- ID Specialist prints scan see Future
- ID Specialist emails Department of Defense
- Dept of Defense verifies citizenship
- DOD emails response
- ID Specialist prints response
- ID Specialists posts DD214 to the system
- ID Specialist faxes response to CSC
- ID Specialist files documentation
- CSC Teller contacts customer

Future:

Real time review of application and documents
 Office Manager approval automated
 Documentation stored in system to be retrieved at any location
 Completely automate approval and verification process
 Interface with Dept of Defense verification system

Precondition:

	<p>Customer does not hold valid Learner's Permit or Customer holds ID Card see Learner's Permit Issue age 19</p> <p>Customer has proof of Driver's Education see Basic Flow</p> <p>Alternate Voter: -System prints Motor Voter Acknowledgement if yes -System prints Motor Voter Application -Teller gives acknowledgement and application to customer -Customer completes MOVO application -Teller reviews application for completion</p> <p>Alternate Out of State: Customer surrenders out of state license or transcript Teller administers vision test System calculates fees Teller collects fee</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 Country DL</p> <p>Alternate Canada and U.S.territories : Treat as out of state Work Center returns license to Canada and territory</p> <p>Alternate Other Foreign Countries (excludes Canada, France and Germany): Customer submits foreign license Customer takes all exams</p>
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Linked Requirements:

Name: Customer shall be at least 19 yrs old

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 biometrics 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
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Scenario Report with Requirements

Package: Reissue Learner's Permit

Detail:			
Use Case Name:	Reissue Learner's Permit via internet		
Status:			
Author:	Credential Team		
Created on:	8/15/2007	Modified on:	8/15/2007
Notes:	Definition: A correction or change to an existing Learner's Permit. Reissues are issued to update address, change name, change gender, change organ donor status, change		

	<p>customer number, remove vision restriction, replace photo, reinstate license, change/add/delete classes or endorsements.</p> <p>Basic Flow -address change, customer number change, organ donor, reinstatement with legal presence on file and VA address on file see Alternate Other Types</p> <ul style="list-style-type: none"> -Customer submits Learner's Permit Application online -System verifies application <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 <p>see Alternate Motor Voter</p> <ul style="list-style-type: none"> -System calculates learner's reissue fee - System displays learner's reissue fee -System processes permit -System generates receipt -System displays receipt <p>see Alternate Transcripts</p> <p>Alternate Interfaces: Vital Statistics SSA SAVE</p> <p>Alternate Edits Stops Suspensions</p> <p>Alternate Voter: -System generates Motor Voter Acknowledgement/Application, if yes -System sends information to State Board of Election</p> <p>Alternate Other Types: Customer submits application for dl learner's permit online 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 calculates fee System displays fee System generates confirmation number System prompts customer to walk-in</p> <p>Alt stops System check for stops</p>
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Linked Requirements:
Name: Customer shall surrender current learner's permit
Name: DMV shall issue learner's permit by statute 46.2-330, 343, 345
Name: System shall print no fee transcripts upon reissue of learner's permit to juveniles

Use Case Name:	Reissue Learner's Permit via kiosk		
Status:			
Author:	Credential Team		
Created on:	8/15/2007	Modified on:	8/15/2007

Notes:	<p>Definition: A correction or change to an existing Learner's Permit. Reissues are issued to update address, change name, change gender, change organ donor status, change customer number, remove vision restriction, replace photo, reinstate license, change/add/delete classes or endorsements.</p> <p>Basic Flow: -Customer submits learner's permit application online -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 - System prompts customer for additional data -Customer enters additional data -System accepts motor voter information -System captures photo -System verify identity using biometrics see Legislation proposal -System creates pending transaction -System calculates reissue fee -System displays fee -System generates queuing ticket See walk-in</p> <p>Alternate Interfaces: Vital Statistics SSA SAVE</p> <p>Alternate Edits Stops Suspensions</p> <p>Alternate Voter:</p>		
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	<p>-System generates Motor Voter Acknowledgement/Application, if yes -System sends information to State Board of Election</p> <p>Alternate Other Types: Customer submits application for dl learner's permit online 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 calculates fee System displays fee System generates confirmation number System prompts customer to walk-in</p> <p>Alt stops System check for stops</p>
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Linked Requirements:

Name: Customer shall surrender current learner's permit

Name: DMV shall issue learner's permit by statute 46.2-330, 343, 345

Name: System shall print no fee transcripts upon reissue of learner's permit to juveniles

Use Case Name:	Reissue Learner's Permit via walk-in		
Status:			
Author:	Credential Team		
Created on:	8/15/2007	Modified on:	8/15/2007
Notes:	<p>Basic Flow: Definition: A correction or change to an existing Learner's Permit. Reissues are issued to update address, change name, change gender, change organ donor status, change customer number, remove vision restriction, replace photo, reinstate license, change/add/delete classes or endorsements.</p> <p>-Customer submits Driver's License and ID Card Application -Customer submits supporting document see Alternate Supporting Documents see Alternate Record Photo -Teller reviews application see Alternate Document Review -Teller enters data -System performs edits see Alternate Edits -Teller verifies motor voter see Alternate Motor Voter</p>		

	<ul style="list-style-type: none"> -System calculates reissue fee -System displays fee -Teller collects fees -System prints barcode -Teller attaches barcode to application -Teller enters no fee transcript and reason on manual Accountability Sheet -Teller requests no fee transcript -System prints transcript -Teller gives transcript to customer see Future Transcript -Teller packages application and supporting documents -Teller places package in basket -Camera Tech retrieves package from basket -Camera Tech reviews documentation -Camera Tech verifies documentation -Camera Tech captures photo -Camera Tech signs application -Camera Tech returns supporting documents (except learner's) to customer -Camera Tech presents learner's to customer -Camera Tech files documents Alternate Supporting Documents: <ul style="list-style-type: none"> Learner's permit Primary Identity document Proof of change (name, sex, date of birth), if applicable Alternate Document Review <ul style="list-style-type: none"> Customer submits name change request/gender change Document reviewer verifies name change Document reviewer signs application Alternate Edits <ul style="list-style-type: none"> Stops Suspensions Alternate Voter: <ul style="list-style-type: none"> -System prints Motor Voter Acknowledgement if yes -System prints Motor Voter Application -Teller gives acknowledgement and application to customer -Customer completes MOVO application -Teller reviews application for completion Alternate Transcript: <ul style="list-style-type: none"> System automatically prints no fee transcript based on customer record Approvals for no fee granted via workflow Alternate Record Photo: <ul style="list-style-type: none"> Customer does not have supporting documents Teller verifies driver record Supervisor verifies documents Camera Tech performs photo check
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Linked Requirements:	
Name: Customer shall surrender current learner's permit	
Name: DMV shall issue learner's permit by statute 46.2-330, 343, 345	
Name: System shall print no fee transcripts upon reissue of learner's permit to juveniles	
Name: System shall route no fee reissues to supervisor for approval via workflow	