



Credentialing Work Session #11
August 29, 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	
Tracey Griffiths	
Sarah Woods	

Agenda:

- **Welcome and Review**
 - Licensing Subject Matter experts were welcomed to the work session.
 - Work session #10 results were reviewed.

- **Group Discussion – Review and Validation of Licensing products in EA**
 - Licensing SMEs please review/validate ALL requirements for licensing products listed. Please submit your comments/feedback to Angela Burrell by close of business on 09/07/07.
 - Licensing SMEs validated process details for:
 - Duplicate Learner's Permit (DLCI (pending), walk-in, Kiosk, Internet and Kiosk)
 - Renewal Driver's License (walk-in, Internet, Kiosk, mail, fax, phone/IVR)
 - Duplicate Driver's License (walk-in and Internet)

- **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 Duplicate Learner's Permit

Detail:			
Use Case Name:	Issue Duplicate Learner's Permit via DLCI _PENDING		
Status:			
Author:			
Created on:	8/29/2007	Modified on:	8/31/2007
Notes:			
Linked Requirements:			
Name: Customer shall have a valid learner's permit on file.			
Notes:			
Name: Customer shall submit application.			
Notes:			
Name: Customer shall submit proof of Id.			
Notes:			
Name: Customer shall surrender damaged license.			
Notes:			
Name: DMV shall issue duplicate DL as required by statute.			
Notes:			
Name: System shall collect duplicate/replacement fee.			
Notes:			
Name: Teller shall perform record/photo check when identity documents are not available.			
Notes:			

Use Case Name:	Issue Duplicate Learner's Permit via Internet		
Status:			
Author:			
Created on:	8/29/2007	Modified on:	8/30/2007
Notes:	<ul style="list-style-type: none"> -Customer submits DL application (future accept scanned documents) -System verifies entered data -System edits for stops See Alternate Stops See Alternate Motor Voter -System verifies age of customer -System calculate replacement fee -System collects fee -Customer enters payment method -System processes transaction 		

	<p>See Alternate Juvenile Transcript -System prints permit in work unit -Permit mailed to customer</p> <p>Alternate Stops -Customer stops</p> <p>Alternate Motor Voter -System asks motor voter question -Customer answers yes -System sends voter information to registrar -System displays acknowledgement of motor voter -System generates email to customer</p> <p>Alternate Juvenile Transcript -System processes transcript See Business Intelligence</p>
--	---

Linked Requirements:

Name: Customer shall have a valid learner's permit on file.
Notes:

Name: Customer shall submit application.
Notes:

Name: Customer shall submit proof of Id.
Notes:

Name: DMV shall issue duplicate DL as required by statute.
Notes:

Name: System shall collect duplicate/replacement fee.
Notes:

Use Case Name:	Issue Duplicate Learner's Permit via Kiosk		
Status:			
Author:			
Created on:	8/29/2007	Modified on:	8/30/2007
Notes:	-Customer submits DL application		

	<p>(future accept scanned documents)</p> <ul style="list-style-type: none"> -System verifies entered data -System edits for stops <p>See Alternate Stops See Alternate Motor Voter</p> <ul style="list-style-type: none"> -System verifies age of customer -System calculate replacement fee -System generates a Q-matic ticket -System places application in pending status -Teller retrieves pending transaction <p>See Walk in See Alternate Motor Voter in Issue Duplicate Learner's Permit via Internet</p> <p>Alternate Stops</p> <ul style="list-style-type: none"> -Customer stops
--	--

<p>Linked Requirements:</p> <p>Name: Customer shall have a valid learner's permit on file. Notes:</p> <p>Name: Customer shall submit application. Notes:</p> <p>Name: Customer shall submit proof of Id. Notes:</p> <p>Name: DMV shall issue duplicate DL as required by statute. Notes:</p> <p>Name: System shall collect duplicate/replacement fee. Notes:</p>	
---	--

Use Case Name:	Issue Duplicate Learner's Permit via walk-in		
Status:			
Author:			
Created on:	8/29/2007	Modified on:	8/31/2007
Notes:	<ul style="list-style-type: none"> -Customer submits Driver's License Application -Customer submits supporting documents See alternate supporting documents -Teller reviews application -Teller reviews supporting documents See Alternate No supporting documents 		

	<ul style="list-style-type: none"> -Teller enters data See Alternate Motor Voter -System checks stops See Alternate Stops -System calculate replacement fee -Teller collects fee -System processes transaction -System sends license to Digimarc -System prints bar code sheet See Alternate Juvenile Transcript -Teller attaches bar code sheet to application -Teller places application in basket -Camera tech retrieves application -Camera tech reviews application See Alternate Record/Photo See Alternate Future See Alternate Mismatch Photo -Camera tech takes photo -Camera returns supporting documents -Camera tech gives customer permit -Camera tech advises customer to review permit/DL -Camera tech files application for audit Alternate Supporting document -One primary or secondary -Record/photo identification Alternate No Supporting Docs: -Teller gets authorized person to approve -Authorized person approves a record/photo Alternate Stops: -Customer stops Alternate Motor Voter: -If 18 by next election, customer can apply to vote -Teller enters motor voter answer as yes -System prints motor voter application and acknowledgement -Customer completes motor voter application -Teller checks for completeness -Teller gives customer the acknowledgement -Teller files motor voter application -Audit clerks forwards motor voter application to locality registrar Alternate Registrar on-site -If registrar is located on site, customer is sent to registrar -Customer sent to registrar with application and acknowledgement Alternate Juvenile Transcript
--	---

	<ul style="list-style-type: none"> -Teller receives approval to print no fee transcript -Teller records and signs no fee transaction on accountability sheet -Authorized person signs accountability sheet -Teller processes no fee transcript <p>Routed to Business Intelligence</p> <p>Alternate Record/Photo</p> <ul style="list-style-type: none"> -Camera tech reviews application -Camera tech retrieves photo from Digimarc -Camera tech verifies customer -Camera tech takes picture -Camera tech signs application -Camera tech gives customer photo <p>Alternate Mismatch Photo</p> <ul style="list-style-type: none"> -Photo does not match customer face-to-face -Camera tech contacts management/authorized person -Management questions customer -Management reviews documents -Management approves issuance of permit -Camera tech enters mismatch on Digimarc -Camera tech takes photo -Digimarc processes permanent license -Teller makes copies of all documentation -Manager completes a document verification report for LES (IS 8 Form) -Manager attaches the original DL application, and copies all supporting documents and mails to LES daily -Manager retains copies of all documentation for CSC incident file -Manager makes copy of DLIP for audit (front and back) -Teller gives customer the license <p>Alternate to Mismatch - Invalid customer</p> <ul style="list-style-type: none"> -Photo does not match customer face-to-face -Camera tech contacts management/authorized person -Management questions customer -Management reviews documents -Manager or authorized person rejects -Manager/authorized person contacts LES -Manager/authorized person enters note on customer record indicating potential imposter -Manager/authorized person follows LES direction <p>Alternate Future</p> <ul style="list-style-type: none"> -Display photo with customer record -Automatically send motor voter information to SBE in real time -System shall automatically print no fee transcript for juvenile -Approvals to be done through workflow -System shall accept and approve scanned documents if necessary
<p>Linked Requirements:</p>	

Name: Customer shall have a valid learner's permit on file.

Notes:

Name: Customer shall submit application.

Notes:

Name: Customer shall submit proof of Id.

Notes:

Name: Customer shall surrender damaged license.

Notes:

Name: DMV shall issue duplicate DL as required by statute.

Notes:

Name: System shall collect duplicate/replacement fee.

Notes:

Name: Teller shall perform record/photo check when identity documents are not available.

Notes:

Scenario Report with Requirements

Package: Issue Duplicate Driver's License

Detail:			
Use Case Name:	Issue Duplicate Driver's License via Internet		
Status:			
Author:			
Created on:	8/29/2007	Modified on:	8/30/2007
Notes:	<p>-Customer submits DL application (future accept scanned documents)</p> <p>-System verifies entered data</p> <p>-System edits for stops See Alternate Stops See Alternate Motor Voter</p> <p>-System verifies age of customer</p> <p>-System calculate replacement fee</p> <p>-System collects fee</p> <p>-System processes transaction</p> <p>-System prints DL in work unit</p> <p>-DL mailed to customer</p> <p>Alternate Stops</p> <p>-Customer stops</p> <p>Alternate Motor Voter</p> <p>-System asks motor voter question</p> <p>-Customer answers yes</p> <p>-System sends voter information to registrar</p> <p>-System displays acknowledgement of motor voter</p> <p>-System generates email to customer</p>		
Linked Requirements:			
Name: Customer shall have a valid learner's permit on file.			
Notes:			
Name: Customer shall submit application.			
Notes:			
Name: Customer shall submit proof of Id.			
Notes:			
Name: DMV shall issue duplicate DL as required by statute.			
Notes:			

Name: System shall collect duplicate/replacement fee.

Notes:

Use Case Name:	Issue Duplicate Driver's License via walk-in		
Status:			
Author:			
Created on:	8/29/2007	Modified on:	8/31/2007
Notes:	<ul style="list-style-type: none">-Customer submits DL application-Customer submits supporting documentsSee alternate supporting documents-Teller reviews application-Teller reviews supporting documentsSee Alternate No supporting documents-Teller enters dataSee Alternate Motor VoterSystem checks stopsSee Alternate Stops-System calculate replacement fee-Teller collects fee-System processes transaction-System sends license to Digimarc-System prints bar code sheet-Teller attaches bar code sheet to application-Teller places application in basket-Camera tech retrieves application-Camera tech reviews applicationSee Alternate Record/PhotoSee Alternate FutureSee Alternate Mismatch Photo-Camera tech takes photo-Camera returns supporting documents-Camera tech gives customer permit/DL-Camera tech advises customer to review permit/DL-Camera tech files application for audit Alternate Supporting document-One primary or secondary-Record/ photo Alternate No Supporting Docs-Teller gets authorized person to approve-Authorized person approves a record/photo Alternate Stops-Customer stops		

	<p>Alternate Motor Voter</p> <ul style="list-style-type: none"> -If 18 by next election, customer can apply to vote -Teller enter motor voter answer yes -System print motor voter application and acknowledgement -Customer completes motor voter application <p>See Alternate Registrar on-site</p> <ul style="list-style-type: none"> -Teller checks for completeness -Teller gives customer the acknowledgement -Teller files motor voter application -Audit clerks forwards motor voter application to locality registrar <p>Alternate Registrar on-site</p> <ul style="list-style-type: none"> -If registrar is located on site, customer is sent to registrar -Customer sent to registrar with application and acknowledgement <p>Alternate Record/Photo</p> <ul style="list-style-type: none"> -Camera tech reviews application -Camera tech retrieves photo from Digimarc -Camera tech verifies customer -Camera tech takes picture -Camera tech signs application -Camera tech gives customer photo <p>Alternate Mismatch Photo</p> <ul style="list-style-type: none"> -Photo does not match customer face-to-face -Camera tech contacts managment/authorized person -Management questions customer -Management reviews documents -Management approves issuance of permit -Camera tech enters mismatch on Digimarc -Camera tech takes photo -Digimarc processes permanent license -Teller makes copies of all documentation -Manager completes a document verification report for LES (IS 8 Form) -Manager attaches the original DL application, and copies all supporting documents and mails to LES daily -Manager retains copies of all documentation for CSC incident file -Manager makes copy of DLIP for audit (front and back) -Teller gives customer the license <p>Alternate to Mismatch - Invalid customer</p> <ul style="list-style-type: none"> -Photo does not match customer face-to-face -Camera tech contacts managment/authorized person -Management questions customer -Management reviews documents -Manager or authorized person rejects -Manager/authorized person contacts LES -Manager/authorized person enters note on customer record indicating potential imposter -Manager/authorized person follows LES direction
--	---

	Alternate Future -Display photo with customer record -Automatically send motor voter information to SBE in real time -System shall automatically print no fee transcript for juvenile -Approvals to be done through workflow -System shall accept and approve scanned documents if necessary
--	---

<p>Linked Requirements:</p> <p>Name: Customer shall have a valid learner's permit on file. Notes:</p> <p>Name: Customer shall submit application. Notes:</p> <p>Name: Customer shall submit proof of Id. Notes:</p> <p>Name: Customer shall surrender damaged license. Notes:</p> <p>Name: DMV shall issue duplicate DL as required by statute. Notes:</p> <p>Name: System shall collect duplicate/replacement fee. Notes:</p> <p>Name: Teller shall perform record/photo check when identity documents are not available. Notes:</p>	
---	--

Scenario Report with Requirements

Package: Issue Renewal Driver's License

Detail:			
Use Case Name:	Issue Renewal Driver's License via IVR		
Status:			
Author:			
Created on:	8/29/2007	Modified on:	8/31/2007
Notes:	<p>-Customer submits application via telephone -System reviews entered data -System performs edits See Alternate Stops -System asks motor voter question -System verifies address -System calculates renewal fee -Customer enters payment method -System collects renewal fee -System processes driver's license renewal -System sends license to work center queue for printing</p> <p>Alternate Stops -Customer stops</p> <p>Future Motor Voter -System asks motor voter question -Customer answers yes -System sends voter information to registrar -System displays acknowledgement of motor voter -System generates email to customer</p>		
Linked Requirements:			
Name: Customer shall hold a valid VA license			
Notes:			
Name: DMV shall issue renewal via Internet as required by statute			
Notes:			

Use Case Name:	Issue Renewal Driver's License via Internet		
Status:			
Author:			
Created on:	8/29/2007	Modified on:	8/30/2007
Notes:	<p>-Customer submits online application -System performs edits -System checks for stops See Alternate Stops</p>		

	<ul style="list-style-type: none"> -System asks motor voter question see Future Motor Voter -System verifies address -System calculates fee -Customer enters payment method -System collects renewal fee -System processes renewal fee -System sends license to work center queue <p>Alternate Stops</p> <ul style="list-style-type: none"> -Customer stops <p>Future Motor Voter</p> <ul style="list-style-type: none"> -System asks motor voter question -Customer answers yes -System sends voter information to registrar -System displays acknowledgement of motor voter -System generates email to customer
--	---

<p>Linked Requirements:</p> <p>Name: Customer shall hold a valid VA license Notes:</p> <p>Name: DMV shall issue renewal via Internet as required by statute Notes:</p>

Use Case Name:	Issue Renewal Driver's License via Kiosk		
Status:			
Author:			
Created on:	8/29/2007	Modified on:	8/31/2007
Notes:	<ul style="list-style-type: none"> -Customer submits online application -System performs edits -System checks for stops See Alternate Stops -System asks motor voter question -System verifies address -System calculates fee See Alternate Walk up -Customer enters payment method -System collects renewal fee -System processes renewal fee -System sends license to work center queue <p>Alternate Stops</p> <ul style="list-style-type: none"> -Customer stops 		

	Alternate Walk up -Customer opts to complete transaction with teller -System holds information in pending status -System issues queuing ticket -Teller retrieves pending transaction -Teller collects fee -System processes license renewal -System sends to Digimarc -System prints bar code sheet -Teller attaches 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
Linked Requirements:	
Name: Customer shall hold a valid VA license	
Notes:	
Name: DMV shall issue renewal via Internet as required by statute	
Notes:	

Use Case Name:	Issue Renewal Driver's License via fax		
Status:			
Author:			
Created on:	8/29/2007	Modified on:	8/31/2007
Notes:	-Customer submits DL renewal application -Teller verifies application for completeness See Alternate name change -Teller verifies payment is included See Alternate incomplete package -Teller enter data -System performs edit See Alternate Stops See Alternate SSA discrepancy (DMV entry error) See Alternate SSA discrepancy (SSA error) See Alternate No Image -System calculates fee -Teller collects fee -System processes transaction -System sends DL to Digimarc -Digimarc prints DL -Teller retrieves license from Digimarc		

	<ul style="list-style-type: none"> -Teller scans bar code on license in Digimarc -Teller reconciles printed licenses with license applications -Teller batches license with count and type -Teller sends batches to mail room <p>Alternate incomplete package</p> <ul style="list-style-type: none"> -Teller prints driver status screen print -Teller attaches application to screen print -Teller places application in basket -Assigned teller pulls application from basket -Assigned teller processes correspondence <p>See correspondence</p> <ul style="list-style-type: none"> -Teller sends correspondence to mail room -Teller files correspondence <p>Alternate Stops</p> <ul style="list-style-type: none"> -Customer stops -Expired license <p>Alternate No Image</p> <ul style="list-style-type: none"> -Teller sends correspondence to customer -Customer visits CSC <p>Alternate SSA discrepancy (DMV entry error)</p> <ul style="list-style-type: none"> -Teller sends correspondence to customer with discrepancy information (i.e. name, dob, ssn) -Customer visits CSC -Customer submits supporting documents in person -Teller verifies supporting documents against existing record -Teller enter corrections if necessary <p>Alternate SSA discrepancy (SSA error)</p> <ul style="list-style-type: none"> -Teller sends correspondence to customer with discrepancy information (i.e. name, dob, ssn) -Customer visits CSC -Customer submits supporting documents in person -Teller verifies supporting documents against existing record -Teller determines that DMV's record is correct -Teller faxes all documents to Identification Review Service -Specialist reviews all documents against the customer record -Specialist performs override -Specialist performs verification via SSA -Specialist informs CSC teller that the record is fixed -Specialist creates a case file with screen prints -Specialist files case file <p>Alternate name change</p> <ul style="list-style-type: none"> -Teller sends correspondence to customer -Customer visits CSC with acceptable supporting documents
--	---

	Alternate Future -System will generate required correspondence -Include name change field on DL form
Linked Requirements:	

Use Case Name:	Issue Renewal Driver's License via mail		
Status:			
Author:			
Created on:	8/29/2007	Modified on:	8/31/2007
Notes:	<p>-Customer submits DL renewal application -Teller verifies application for completeness See Alternate name change -Teller verifies payment is included See Alternate incomplete package -Teller enter data -System performs edit See Alternate Stops See Alternate SSA discrepancy (DMV entry error) See Alternate SSA discrepancy (SSA error) See Alternate No Image -System calculates fee -Teller collects fee -System processes transaction -System sends DL to Digimarc -Digimarc prints DL -Teller retrieves license from Digimarc -Teller scans bar code on license in Digimarc -Teller reconciles printed licenses with license applications -Teller batches license with count and type -Teller sends batches to mail room</p> <p>Alternate incomplete package -Teller prints driver status screen print -Teller attaches application to screen print -Teller places application in basket -Assigned teller pulls application from basket -Assigned teller processes correspondence See correspondence -Teller sends correspondence to mail room -Teller files correspondence</p> <p>Alternate Stops -Customer stops -Expired license</p>		

	<p>Alternate No Image</p> <ul style="list-style-type: none"> -Teller sends correspondence to customer -Customer visits CSC <p>Alternate SSA discrepancy (DMV entry error)</p> <ul style="list-style-type: none"> -Teller sends correspondence to customer with discrepancy information (i.e. name, dob, ssn) -Customer visits CSC -Customer submits supporting documents in person -Teller verifies supporting documents against existing record -Teller enter corrections if necessary <p>Alternate SSA discrepancy (SSA error)</p> <ul style="list-style-type: none"> -Teller sends correspondence to customer with discrepancy information (i.e. name, dob, ssn) -Customer visits CSC -Customer submits supporting documents in person -Teller verifies supporting documents against existing record -Teller determines that DMV's record is correct -Teller faxes all documents to Identification Review Service -Specialist reviews all documents against the customer record -Specialist performs override -Specialist performs verification via SSA -Specialist informs CSC teller that the record is fixed -Specialist creates a case file with screen prints -Specialst files case file <p>Alternate name change</p> <ul style="list-style-type: none"> -Teller sends correspondence to customer -Customer visits CSC with acceptable supporting documents <p>Alternate Future</p> <ul style="list-style-type: none"> -System will generate required correspondence -Include name change field on DL form
Linked Requirements:	

Use Case Name:	Issue Renewal Drivers License via walk-in		
Status:			
Author:			
Created on:	8/29/2007	Modified on:	8/31/2007
Notes:	<ul style="list-style-type: none"> -Customer submits DL application -Customer submits supporting documents See alternate supporting documents -Teller reviews application 		

	<ul style="list-style-type: none"> -Teller reviews supporting documents See Alternate Expired/Suspended License See Alternate Name Change -Teller enters data -System performs edits See Alternate SSA discrepancy (DMV entry error) See Alternate SSA discrepancy (SSA error) See Alternate No Image -Teller performs vision exam See Alternate Medical/Vision Form -Teller records vision test results See Alternate Failed Vision -System calculates fee -System checks for required tests -Alternate test required See Alternate test failed for DL original -Teller collects fee -System processes license renewal -System sends to Digimarc -System prints bar code sheet -Teller attaches 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 License -Legal Presence -Court Order/Name Change -Marriage License <p>See table XXX</p> <p>Alternate Name Change</p> <ul style="list-style-type: none"> -Authorized person approves name change/gender change <p>Alternate Medical/Vision Form</p> <ul style="list-style-type: none"> -Customer submits medical/vision form if required <p>Alternate Failed Vision</p> <ul style="list-style-type: none"> -Teller gives customer medical/vision form to be completed by doctor
--	---

	<p>Alternate test required</p> <ul style="list-style-type: none"> -System displays testing required message -Teller initiates tests -System sends test request to KATS <p>Alternate Failed tests</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 Expired/Suspended License</p> <ul style="list-style-type: none"> -Customer submits legal presence documents -Authorized person approves Legal Presence documentation -Authorized person signs application <p>Alternate SSA discrepancy (DMV entry error)</p> <ul style="list-style-type: none"> -Teller sends correspondence to customer with discrepancy information (i.e. name, dob, ssn) -Customer visits CSC -Customer submits supporting documents in person -Teller verifies supporting documents against existing record -Teller enter corrections if necessary <p>Alternate SSA discrepancy (SSA error)</p> <ul style="list-style-type: none"> -Teller sends correspondence to customer with discrepancy information (i.e. name, dob, ssn) -Customer visits CSC -Customer submits supporting documents in person -Teller verifies supporting documents against existing record -Teller determines that DMV's record is correct -Teller faxes all documents to Identification Review Service -Specialist reviews all documents against the customer record -Specialist performs override -Specialist performs verification via SSA -Specialist informs CSC teller that the record is fixed -Specialist creates a case file with screen prints -Specialist files case file
<p>Linked Requirements:</p> <p>Name: Customer must have valid VA license on file Notes:</p> <p>Name: DMV shall issue renewal DL per statute Notes:</p>	