



Credentialing Work Session #12
September 5, 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	
Sarah Woods	

Agenda:

▪ **Welcome and Review**

- Licensing Subject Matter experts were welcomed to the work session.
- Work session #11 results were reviewed.

Group Discussion – Review and Validation of Licensing products in EA

Licensing SME's please review/validate ALL requirements for licensing products listed. Please submit your comments/feedback to Angela Burrell by close of business on 09/14/07.

- Licensing SME's validated process details for:
 - Duplicate Driver's License (phone/IVR, mail and Kiosk)
 - Reissue Driver's License (walk-in, Internet, Kiosk, phone/IVR)
 - Reissue Driver's License for motorcycle class with certificate via walk-in
 - Reissue Driver's License for motorcycle class with MC Learner's Permit via walk-in
 - Issue Motorcycle Learner's Permit (walk-in, Kiosk, and Internet)
 - Issue Motorcycle Only Driver's License via walk-in
 - Issue temporary license via DLCL

- **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 Driver's License

Detail:			
Use Case Name:	Issue Duplicate Driver's License via IVR		
Status:			
Author:			
Created on:	8/29/2007	Modified on:	9/5/2007
Notes:	<p>-Customer submits DL application via phone (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 -System processes transaction -System prints DL in work unit -DL 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>		
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 Internet		
Status:			
Author:			
Created on:	8/29/2007	Modified on:	8/30/2007

Notes:

- 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
- System processes transaction
- System prints DL in work unit
- DL mailed to customer

Alternate Stops

- Customer stops

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

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 Kiosk		
Status:			
Author:			
Created on:	8/29/2007	Modified on:	9/5/2007

Notes:

- Customer submits DL application (future accept scanned documents)
- System verifies entered data
- System edits for stops
- See Alternate Stops
- See Alternate Motor Voter
- System calculate replacement fee
- See Alternate Walk up
- System collects fee
- System processes transaction
- System prints DL in DLCI work unit
- DL mailed to customer

Alternate Stops

- Customer stops

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

Alternate Walk up

- Customer opts to walk up
- System issues queuing ticket
- Teller recalls pending transaction
- Teller receives supporting documents

See Duplicate Walk-in

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 Mail		
Status:			
Author:			
Created on:	8/29/2007	Modified on:	9/5/2007
Notes:	<ul style="list-style-type: none">-Customer submits DL application (future accept scanned documents)- Teller reviews application for completeness- Teller verifies fee is included See Alternate Incomplete Application <ul style="list-style-type: none">-Teller verifies driver status See Alternate ineligible <ul style="list-style-type: none">-Teller enters data-System edits for stops See Alternate Stops <ul style="list-style-type: none">See Alternate Motor Voter-System calculate replacement fee-System collects fee-System processes transaction- System sends DL to Digimarc-System prints DL in DLCI work unit-DL mailed to customer <p>Alternate Stops</p> <ul style="list-style-type: none">-Customer stops <p>Alternate 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>Alternate Incomplete Application</p> <ul style="list-style-type: none">- Customer submits incomplete application/fee- Teller generates correspondence- Teller mails correspondence- Teller files copy of correspondence- Teller enters note on customer record Future Incomplete Application <ul style="list-style-type: none">- System stores data in pending status		

	Alternate ineligible - Suspension - Expired License - Expired image
Linked Requirements: 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: DMV shall issue duplicate license via mail for military and dependents as regulated by statute. Notes: Name: DMV shall issue duplicate via mail to residence of VA working out of state as regulated 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:	9/5/2007
Notes:	-Customer submits DL application -Customer submits supporting documents See alternate supporting documents -Teller reviews application -Teller reviews supporting documents See Alternate No supporting documents -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 -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		

	<p>See Alternate Mismatch Photo</p> <ul style="list-style-type: none"> -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 <p>Alternate Supporting document</p> <ul style="list-style-type: none"> -One primary or secondary -Record/ photo <p>Alternate No Supporting Docs</p> <ul style="list-style-type: none"> -Teller gets authorized person to approve -Authorized person approves a record/photo <p>Alternate Stops</p> <ul style="list-style-type: none"> -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 management/authorized person -Management questions customer -Management reviews documents -Management approves issuance of permit
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	<ul style="list-style-type: none"> -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
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<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>	
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Scenario Report with Requirements

Package: Reissue of Driver's License

Detail:			
Use Case Name:	Reissue Driver's License via IVR		
Status:			
Author:			
Created on:	8/29/2007	Modified on:	9/5/2007
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 calculate reissue fee</p> <p>-System collects fee</p> <p>-System processes transaction</p> <p>-System prints DL in DLCI 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:	Reissue Driver's License via Internet		
Status:			
Author:			
Created on:	8/29/2007	Modified on:	9/5/2007

Notes:

- Customer submits DL application (future accept scanned documents)
- System verifies entered data
- System edits for stops

See Alternate Stops
See Alternate Motor Voter

- System calculate reissue fee
- System collects fee
- System processes transaction
- System prints DL in DLCI work unit
- DL mailed to customer

Alternate Stops

- Customer stops

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

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:	Reissue Driver's License via Kiosk		
Status:			
Author:			
Created on:	8/29/2007	Modified on:	9/5/2007
Notes:	<p>-Customer submits DL application (future accept scanned documents) -System verifies entered data -System edits for stops See Alternate Stops See Alternate Motor Voter -System calculate reissue fee See Reissue Driver Walk in</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>		

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:	Reissue Driver's License via walk-in		
Status:			
Author:			
Created on:	8/29/2007	Modified on:	9/5/2007
Notes:	<p>-Customer submits DL application -Customer submits supporting documents See alternate supporting documents -Teller reviews application</p>		

	<ul style="list-style-type: none"> -Teller reviews supporting documents See Alternate No supporting documents See Alternate Verification -Teller enters data See Alternate Motor Voter System checks stops See Alternate Stops -System calculate reissue 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 application See Alternate Future See 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 -Name change -Gender change -Birth Certificate -Transcript from another state showing proof of MC class Alternate Verification - Name or gender - Teller requests verifier review -Authorized person reviews documents - Authorized person signs DL application Alternate Stops -Customer stops Alternate Motor Voter -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 See Alternate Registrar on-site -Teller checks for completeness -Teller gives customer the acknowledgement -Teller files motor voter application -Audit clerks forwards motor voter application to locality registrar
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	<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 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 -Approvals done through workflow -System shall accept and approve scanned documents if necessary
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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 calculate all required fees for reissue.

Notes:

Name: System shall calculate fees for classes and endorsements in addition to reissue fee.

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: Reissue Motorcycle Driver's License

Detail:			
Use Case Name:	Reissue DL with Motorcycle Class with Certificate via walk-in		
Status:			
Author:			
Created on:	8/29/2007	Modified on:	9/5/2007
Notes:	<ul style="list-style-type: none">-Customer submits DL application-Customer submits supporting documentsSee alternate supporting documents-Teller reviews application-Teller reviews supporting documents- Teller performs vision testSee Alternate Failed Vision Test-Teller enters dataSee Alternate Motor VoterSystem checks stopsSee Alternate Stops-Teller initiates Motorcycle test if applicable- System sends test to KATS if required- Teller places application in basket-Camera tech retrieves application-Camera tech reviews application- Camera tech assigns testing station- Customer takes MC test-System calculates reissue and Motorcycle class fee-Teller collects fee-System processes transaction-System sends license to Digimarc		

	<ul style="list-style-type: none"> -System prints bar code sheet -Teller attaches bar code sheet to application -Teller places application in basket -Camera tech retrieves application -Camera tech reviews application See Alternate Future See 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 -VA Rider Training Program Certificate - Motorcycle Learner's Permit - Out of state MC completion course (faxed to HQ for approval) Alternate Stops -Customer stops Alternate Motor Voter -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 See Alternate Registrar on-site -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 Mismatch Photo -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
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	<ul style="list-style-type: none"> -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 -Approvals done through workflow -System shall accept and approve scanned documents if necessary - System shall accept electronic transmittals of Motorcycle Safety Course Completion Certificate <ul style="list-style-type: none"> - System shall provide electronic means for MC instructors to submit roster - System shall update driver record with MC information <p>Alternate Failed Vision Test</p>
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Linked Requirements:

Name: Customer shall hold a valid VA Driver's License.

Notes:

Name: Customer shall submit application.

Notes:

Name: System shall accept MC Safety Course Completion Certificate.

Notes:

Name: System shall calculate all required fees for reissue.

Notes:

Name: System shall calculate fees for classes and endorsements in addition to reissue fee.

Notes:

Use Case Name:	Reissue DL with Motorcycle Class with MC Learner's Permit via walk-in		
Status:			
Author:			
Created on:	8/29/2007	Modified on:	9/5/2007
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 -Teller enters data See Alternate Motor Voter - System checks eligibility See Alternate Eligibility System checks stops See Alternate Stops -Teller initiates Motorcycle skills test - Teller enters information on road test roster - Examiner administers road test - Examiner returns documentation to teller - Teller records test results - System calculates fee - Teller collects fee - System processes transaction -System sends license to Digimarc - System prints the bar code - Teller attaches bar code to documents - Teller places application in basket -Camera tech retrieves application -Camera tech reviews application See Alternate Future See 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 - Motorcycle Learner's Permit Alternate Stops -Customer stops Alternate Eligibility - System validates customer age - System validates MC learner's permit holding period - System validates skills test information Alternate Motor Voter -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 See Alternate Registrar on-site -Teller checks for completeness -Teller gives customer the acknowledgement
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	<ul style="list-style-type: none"> -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 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 -Approvals done through workflow -System shall accept and approve scanned documents if necessary - Allow examiners to enter test data using electronic devices
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Linked Requirements:

Name: Customer shall hold a valid VA Driver's License.
Notes:

Name: Customer shall submit application.
Notes:

Name: System shall calculate all required fees for reissue.

Notes:

Name: System shall calculate fees for classes and endorsements in addition to reissue fee.

Notes:

Name: System shall require MC learner's permit to be held for 30 days for age 19 and over.

Notes:

Name: System shall require MC learner's permit to be held for 9 months for age under 19

Notes:

Name: System shall update driver record with MC information

Notes:

Name: System shall verify number of skills test failures

Notes:

Scenario Report with Requirements

Package: Issue Motorcycle Learner's Permit

Detail:			
Use Case Name:	Issue MC Learner's Permit via Internet		
Status:			
Author:			
Created on:	9/5/2007	Modified on:	9/5/2007
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</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 <p>See Alternate Motor Voter</p> <ul style="list-style-type: none"> - System creates temp pending record -System calculates MC learner's fee - System displays MC learner's fee -System generates confirmation - System prompts customer to visit CSC with acceptable documentation <p>- See Walk up</p> <p>Alternate Supporting Documents:</p> <p>VA Driver's License VA CDL VA Learner's Permit</p> <p>Alternate Interfaces:</p> <p>Social Security Administration National Driver Register (NDR) CDLIS</p> <p>Alternate Edits:</p> <p>Verify stops or suspensions</p> <p>Alternate Motor Voter</p>		

Linked Requirements:	

Use Case Name:	Issue MC Learner's Permit via Kiosk		
Status:			
Author:			
Created on:	9/5/2007	Modified on:	9/5/2007

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</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 <p>See Alternate Motor Voter</p> <ul style="list-style-type: none"> - System creates temp pending record -System calculates MC learner's fee - System displays MC learner's fee -System generates a queuing ticket <p>- See Walk up</p> <p>Alternate Supporting Documents:</p> <p>VA Driver's License VA CDL VA Learner's Permit</p> <p>Alternate Interfaces:</p> <p>Social Security Administration National Driver Register (NDR) CDLIS</p> <p>Alternate Edits:</p> <p>Verify stops or suspensions</p> <p>Alternate Motor Voter</p>		
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Linked Requirements:	

Use Case Name:	Issue MC Learner's Permit via walk-in		
Status:			
Author:	Credential Team		
Created on:	7/25/2007	Modified on:	9/5/2007
Notes:	<ul style="list-style-type: none"> -Customer submits DL application -Customer submits supporting documents See alternate supporting documents -Teller reviews application -Teller reviews supporting documents -Teller enters data -System performs edits See Alternate SSA discrepancy (DMV entry error) See Alternate SSA discrepancy (SSA error) -Teller performs vision exam See Alternate Medical/Vision Form -Teller records vision test results See Alternate Failed Vision -Teller initiates test - System sends test to KATS -Teller packages application and supporting documents -Teller places documents in basket - Camera tech retrieves documents from basket -Camera tech verifies documentation to MC learner's permit application -Camera tech assigns customer to KATS testing station -KATS administers MC knowledge test -Customer completes MC knowledge test -Customer returns to camera tech -Camera tech retrieves test and results on KATS -Camera tech records results on MC learner's permit application -Camera tech processes test results in KATS -KATS reports test results to system -Camera tech returns package to teller -Teller recalls transaction in system -System calculates the MC learner's permit fee -Teller collects MC learner's permit fee - System processes transaction -System prints bar code sheet -Social Security Administration verifies social security number -NDR verifies customer information -Teller places package into basket for photo retrieval -Camera tech verifies bar code sheet to MC learner's permit application 		

	<ul style="list-style-type: none"> -Camera tech signs application -Camera tech returns documents to customer -Camera tech takes photograph -Digimarc prints MC learner's permit -Teller presents MC learner's permit <p>Alternate Supporting Documents</p> <ul style="list-style-type: none"> -VA License -VA CDL - VA Learner's Permit <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 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
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	-Specialist informs CSC teller that the record is fixed -Specialist creates a case file with screen prints -Specialist files case file
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Linked Requirements:

Name: Customer shall be at least 19 yrs old

Notes:

Name: Customer shall submit Driver's License Application

Notes:

Name: Customer shall submit primary proof of identity

Notes:

Name: Customer shall submit proof of legal presence

Notes:

Name: Customer shall submit proof of social security

Notes:

Name: Customer shall submit proof of VA residency

Notes:

Name: Customer shall submit secondary proof of identity

Notes:

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

Notes:

Name: Digimarc system shall print the license

Notes:

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

Notes:

Name: KATS shall administer knowledge test

Notes:

Name: KATS shall assign customer to a testing station

Notes:

Name: KATS shall automate translation testing

Notes:

Name: KATS shall record testing results

Notes:

Name: NDR shall validate customer record

Notes:

Name: Supervisor shall sign application to verify identity documents

Notes:

Name: System shall accept motor voter information, if applicable

Notes:

Name: System shall accept scanned applications

Notes:

Name: System shall accept scanned supporting documents

Notes:

Name: System shall calculate DL fee

Notes:

Name: System shall calculate retest fee

Notes:

Name: System shall check for duplicate customer records

Notes:

Name: System shall display fees

Notes:

Name: System shall display scanned data

Notes:

Name: System shall initiate knowledge exams

Notes:

Name: System shall interface with KATS

Notes:

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

Notes:

Name: System shall print a vision/medical form

Notes:

Name: System shall print barcode sheet for imaging

Notes:

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

Notes:

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

Notes:

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

Notes:

Name: System shall provide multiple document approval process using workflow

Notes:

Name: System shall receive test results from KATS

Notes:

Name: System shall record KATS results to customer record

Notes:

Name: System shall schedule appointments for dl testing

Notes:

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

Notes:

Name: System shall validate application via scanning

Notes:

Name: System shall validate scanned supporting documents

Notes:

Name: System shall verify age eligibility

Notes:

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

Notes:

Name: Teller shall deliver application to camera area

Notes:

Name: Teller shall perform vision exam

Notes:

Name: Teller shall process test as complete KATS

Notes:

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

Notes:

Name: Teller shall record testing results on application

Notes:

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

Notes:

Name: Teller shall sign application to verify identity documents

Notes:

Name: Teller shall take license photo

Notes:

Name: Teller shall verify documents before customer begins knowledge testing

Notes:

Scenario Report with Requirements

Package: Issue Motorcycle Only Driver's License

Detail:			
Use Case Name:	Issue MC Only Driver's License via walk-in		
Status:			
Author:	Credential Team		
Created on:	7/25/2007	Modified on:	9/5/2007
Notes:	<p>Precondition: Customer holds valid VA Learner's Permit</p> <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 Document Review -Teller reviews license application -Teller reviews license supporting documents -Teller verifies customer record -Teller signs application to validate identity documents -Teller enters data (initiates test) -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 calculate fees - Teller collects fees - System processes transaction -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 VA Motorcycle Learner's Permit 		

	<p>Alternate Interfaces: Social Security Administration National Driver Register (NDR) 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> <p>Alternate Failed: Teller records failure in system System prints bar code sheet Teller returns supporting documents to customer Teller files application</p> <p>Alternate Voter: -System prints Motor Voter Acknowledgement if yes -System prints Motor Voter Application -Teller gives acknowledgment and application to customer -Customer completes MOVO application -Teller reviews application for completion</p> <p>Future: Real time review of application and documents Documentation stored in system to be retrieved at any location Completely automate approval and verification process</p>
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Linked Requirements:	
Name:	Customer shall submit Driver's License Application
Notes:	
Name:	Digimarc system shall print the license
Notes:	
Name:	DMV shall issue driver's license as required by statute 46.2-335
Notes:	
Name:	NDR shall validate customer record
Notes:	
Name:	System shall accept motor voter information, if applicable
Notes:	
Name:	System shall accept scanned applications
Notes:	

Name: System shall accept scanned supporting documents

Notes:

Name: System shall check for duplicate customer records

Notes:

Name: System shall display scanned data

Notes:

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

Notes:

Name: System shall print a vision/medical form

Notes:

Name: System shall print barcode sheet for imaging

Notes:

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

Notes:

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

Notes:

Name: System shall provide multiple document approval process using workflow

Notes:

Name: System shall validate application via scanning

Notes:

Name: System shall validate scanned supporting documents

Notes:

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

Notes:

Name: Teller shall deliver application to camera area

Notes:

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

Notes:

Name: Teller shall sign application to verify identity documents

Notes:

Name: Teller shall take license photo

Notes:

Scenario Report with Requirements

Package: Issue Temporary License

Detail:			
Use Case Name:	Issue temporary license via DLCI		
Status:			
Author:			
Created on:	9/5/2007	Modified on:	9/5/2007
Notes:	<ul style="list-style-type: none"> -Customer sends email requesting a duplicate DL -Teller retrieves email DLCI mailbox -Teller prints email - Teller prints driver stat screen - Teller verifies information - Teller verifies eligibility - Teller prints screen - Teller generates correspondence with instructions for application for duplicate DL - Teller issues hand written temp DL <p>See Alternate Internet Process</p> <ul style="list-style-type: none"> - Teller records a customer note on record - Teller mails correspondence and temp DL to customer - Teller files copy of application <p>Alternate Internet Process</p> <ul style="list-style-type: none"> - Customer applies via Internet - Teller retrieves license from Digimarc - Teller mails to customer via special handling 		
Linked Requirements:			