

Meeting Summary

Functional Area:

Credentialing Work Session Issue and Renew #13

Meeting:

Date:

September 19, 2007

Location:

Richmond VA CRM 131

Meeting called by: Angela Burrell

Albert DeLucia
Sue Matthews
Shannon Powell

Tracey Griffiths
Sarah Woods



Preparation for meeting:

Distributed minutes from September 5.

Session Goals and Objectives:

Review and Validation of the following Licensing products in EA:

- Temporary License – continued (completed 9/5 – Issue Temporary license via DLICI)
- Identification Cards
- Commercial Drivers License
- Commercial Instructor Permit

Summary:

Completed the following Scenarios :

- Issue Temporary License via CCC – Process Pending (homework)
- Issue Adult Id Card Renewal
 - Walk-in
 - Kiosk
- Issue Adult Identification Cards age 15 and over
 - Internet
 - Kiosk
 - Walk-in
- Issue Identification Cards under 15
 - Internet
 - Kiosk
 - Walk-in

Verify Authorized Consent Signature Use Case created

Plans for Next Workshop:

Review and Validate the following Licensing products in EA:

- Issue Adult Id Card - continued
- Commercial Drivers License
- Commercial Instructor Permit

Homework for Next Workshop:

- Issue Temporary License via CCC – Process Pending -**Tracey Griffiths** will research process and report to the team on September 26
- Schedule a meeting with Angie Turner and Theresa Anderson to discuss Limited Duration Credentials – **Angela Burrell**
- Each SME will visit a store with a **Self Serve check-out** to experience the technology/kiosk used to collect cash, debit and credit cards.

Scenario Report with Requirements

Package: Issue Adult ID Card Renewal

Detail:			
Use Case Name:	Issue Adult Id Card Renewal via walk-in		
Status:			
Author:			
Created on:	8/29/2007	Modified on:	9/20/2007
Notes:	<p>An adult id card issued to VA resident age 15 years and over according to statute 46.2-345.</p> <ul style="list-style-type: none"> -Customer submits DL/Id card application -Customer submits supporting documents -CSC Teller reviews Adult Id card application -CSC Teller reviews Adult Id card supporting documents -CSC Teller verifies Adult Id card application -CSC Teller verifies Adult Id card supporting documents -CSC Teller signs application to validate identity documents -CSC Teller enters Adult Id card data -System performs edits (see alt edits) -System calculates Adult Id card fee -CSC Teller collects Adult Id card fee -System prints bar code sheet -CSC Teller packages application and supporting document -CSC Teller delivers package to camera tech -CSC Teller places package into basket for photo retrieval -Camera tech retrieves package from basket -Camera tech verifies documentation to Adult Id card application -Camera tech verifies bar code sheet to Adult Id card application -Camera tech signs application -Camera tech takes photograph -Digimarc prints Adult Id card -Camera tech presents the Adult Id to customer <p>See Alternate with expired Id Card less than one year See Alternate without presenting current Id Card See Alternate with expired for more than one year Id Card</p> <p>Alternate Interfaces:</p> <ul style="list-style-type: none"> -Social Security Administration -SAVE (future) -Vital Statistics(future) -NDR (future) <p>Alternate Edits:</p> <ul style="list-style-type: none"> -Age verification -Duplicate record check -Verify stops <p>Alternate Camera Tech:</p> <ul style="list-style-type: none"> -Supporting documentation does not match application -Application and supporting documents returned to teller 		

Alternate with expired Id Card less than one year
-Customer shall present proof of legal presence
-CSC Teller (supervisor) reviews legal presence
-CSC Teller (supervisor) verifies legal presence
-CSC Teller (supervisor) signs DL/Id application
-Camera tech returns supporting documents

Alternate without presenting current Id Card
-CSC Teller shall conduct a record/photo id check

Alternate with expired for more than one year Id Card
See original issue id card

Alternate Future:

-Scan application for Adult Id card
-Scan supporting documents
-System verifies documents
-System captures picture at teller station or kiosk
-System verifies identity using biometric identification methods
-Central issue requirements

Linked Requirements:

Name: Adult Id card shall expire on the same date as the legal presence document on or the last day of the month of birth of the applicant in years in which the applicant obtains an age exactly divisible by five.

Notes:

Name: Customer must have valid Id Card or an expired Id card for not more than one year on file

Notes:

Name: Customer shall surrender any current driver's license or learner's permit

Notes:

Name: DMV shall issue renewal Adult Id card per statute 46.2-345.

Notes:

Name: If customer was born in 1937 or earlier and have held a VA driver's license or ID card that is not expired for more than five years, you are not required to provide proof of legal presence.

Notes:

Name: System shall check NDR

Notes:

Name: System shall check renewal eligibility

Notes:

Name: System shall check SAVE

Notes:

Name: System shall check SSN

Notes:

Name: System shall check Vital Statistics

Notes:

Use Case Name:	Issue Adult Id Cards Renewal via Kiosk		
Status:			
Author:			
Created on:	9/19/2007	Modified on:	9/19/2007
Notes:	<p>An adult id card issued to VA resident age 15 years and over according to statute 46.2-345.</p> <ul style="list-style-type: none"> -Customer scans bar code on Id card -System populates data -Customer verifies data <p>See alternate Data change</p> <ul style="list-style-type: none"> -System reviews/verifies application for Adult Id card - System shall perform system edits -System shall calculate fee -System shall display fee -System shall provide payment options -Customer shall select payment option -Customer shall pay -Customer is queued to Camera tech -Camera tech takes photo -System shall produce temp -Customer receives photo <p>Alternate Data Change</p> <ul style="list-style-type: none"> -Customer updates information -Customer scans supporting documents (if applicable) -System shall interface with vital statistics 		
Linked Requirements:			
Name: Customer shall be under the age of 15			
Notes:			
Name: DMV shall issue id card per statute 46.2.345			
Notes:			
Name: Parent/legal guardian/customer shall provide legal presence.			
Notes:			
Name: Parent/legal guardian/customer shall provide primary form of identity			
Notes:			
Name: Parent/legal guardian/customer shall provide proof of VA residency			
Notes:			
Name: System shall be integrated with queuing system.			
Notes:			
Name: System shall interface SAVE			
Notes:			
Name: System shall interface with vital statistics			
Notes:			
Name: System shall interface with SSN			
Notes:			

Scenario Report with Requirements

Package: Issue Adult Identification Cards age 15 and over

Detail:			
Use Case Name:	Issue Adult Id Cards age 15 and over via Internet		
Status:			
Author:			
Created on:	9/19/2007	Modified on:	9/19/2007
Notes:	<p>An adult id card issued to VA resident age 15 years and over according to statute 46.2-345.</p> <ul style="list-style-type: none"> -Customer submits Adult Id card application online -Customer scans Adult Id card supporting documents Invoke Verify Supporting Documents Use Case -System reviews/verifies application for Adult Id card -System reviews/verifies supporting documents(future) - System shall perform system edits -System shall calculate fee -System shall display fee -System shall provide transactions instructions to visit a CSC -System shall provide a confirmation number with bar code -System shall place transaction in pending status <p>See Issue Adult Id Cards age 15 and over via walk-in</p>		
Linked Requirements:			
Name: Customer shall be under the age of 15			
Notes:			
Name: DMV shall issue id card per statute 46.2.345			
Notes:			
Name: Parent/legal guardian/customer shall provide legal presence.			
Notes:			
Name: Parent/legal guardian/customer shall provide primary form of identity			
Notes:			
Name: Parent/legal guardian/customer shall provide proof of VA residency			
Notes:			
Name: System shall be integrated with queuing system.			
Notes:			
Name: System shall interface SAVE			
Notes:			
Name: System shall interface with vital statistics			
Notes:			
Name: System shall interface with SSN			
Notes:			

Use Case Name:	Issue Adult Id Cards age 15 and over via Kiosk
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Status:			
Author:			
Created on:	9/19/2007	Modified on:	9/19/2007
Notes:	<p>An adult id card issued to VA resident age 15 years and over according to statute 46.2-345.</p> <p>-Customer submits Adult Id card application Invoke Verify Authorize Consent Signature Use Case -Customer scans Adult Id card supporting documents Invoke Verify Supporting Documents Use Case -System reviews/verifies application for Adult Id card -System reviews/verifies supporting documents(future) - System shall perform system edits -System shall calculate fee -System shall display fee -System shall provide a queuing ticket</p>		

Linked Requirements:

Name: Customer shall be under the age of 15

Notes:

Name: DMV shall issue id card per statute 46.2.345

Notes:

Name: Parent/legal guardian/customer shall provide legal presence.

Notes:

Name: Parent/legal guardian/customer shall provide primary form of identity

Notes:

Name: Parent/legal guardian/customer shall provide proof of VA residency

Notes:

Name: System shall be integrated with queuing system.

Notes:

Name: System shall interface SAVE

Notes:

Name: System shall interface with vital statistics

Notes:

Name: System shall interface with SSN

Notes:

Use Case Name:	Issue Adult Id Cards age 15 and over via walk-in		
Status:			
Author:			
Created on:	9/19/2007	Modified on:	9/20/2007
Notes:	<p>An adult id card issued to VA resident age 15 years and over according to statute 46.2-345.</p>		

- Customer submits DL/Id card application
- Invoke Verify Authorize Consent Signature Use Case
- Customer submits supporting documents
- Invoke Authorize Consent Signature Use Case
- CSC Teller reviews Adult Id card application
- CSC Teller reviews Adult Id card supporting documents
- CSC Teller verifies Adult Id card application
- CSC Teller verifies Adult Id card supporting documents
- CSC Teller signs application to validate identity documents
- CSC Teller (supervisor) verifies Adult Id card application
- CSC Teller (supervisor) verifies supporting documents
- CSC Teller (supervisor) signs Adult Id card application
- CSC Teller enters Adult Id card data
- System performs edits (see alt edits)
- System calculates Adult Id card fee
- CSC Teller collects Adult Id card fee
- System prints bar code sheet
- CSC Teller packages application and supporting document
- CSC Teller delivers package to camera tech
- CSC Teller places package into basket for photo retrieval
- Camera tech retrieves package from basket
- Camera tech verifies documentation to Adult Id card application
- Camera tech verifies bar code sheet to Adult Id card application
- Camera tech signs application
- Camera tech returns documents to customer
- Camera tech takes photograph
- Digimarc prints Adult Id card
- Camera tech presents the Adult Id to customer

Alternate Interfaces:

- Social Security Administration
- SAVE (future)
- Vital Statistics(future)
- NDR (future)

Alternate Edits:

- Age verification
- Duplicate record check
- Verify stops

Alternate Camera Tech:

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

Alternate Future:

- Scan application for Adult Id card
- Scan supporting documents
- System verifies documents
- System captures picture at teller station or kiosk
- System verifies identity using biometric identification methods
- Central issue requirements

Linked Requirements:

Name: Adult Id card shall expire on the same date as the legal presence document on or the last day of the month of birth of the applicant in years in which the applicant obtains an age exactly divisible by five.

Notes:

Name: Customer shall provide legal presence and VA residency.

Notes:

Name: Customer shall provide one primary identity document

Notes:

Name: Customer shall surrender any driver's license, id card or learner's permit prior to issuance

Notes:

Name: Customers 19 years and over shall provide in addition one secondary proof of identity

Notes:

Name: DMV shall issue Adult Id card via statute 46.2-345.

Notes:

Name: If customer was born in 1937 or earlier and have held a VA driver's license or ID card that is not expired for more than five years, you are not required to provide proof of legal presence.

Notes:

Name: System shall check NDR

Notes:

Name: System shall interface with SAVE

Notes:

Name: System shall interface with SSN

Notes:

Name: System shall interface with Vital Statistics

Notes:

Scenario Report with Requirements

Package: Issue Identification Cards under 15

Detail:			
Use Case Name:	Issue ID Cards under 15 via walk-in		
Status:			
Author:			
Created on:	9/19/2007	Modified on:	9/19/2007
Notes:	A child's id card is issued to VA resident who are under 15 years of age according to statute 46.2-345. -Parent or legal guardian submits Children's Id card application Invoke Authorize Consent Signature Use Case -Parent or legal guardian submits supporting documents Invoke Verify Supporting Documents Use Case -CSC Teller reviews Children's Id card application -CSC Teller reviews Children's Id card supporting documents -CSC Teller verifies Children's Id card application -CSC Teller verifies Children's Id card supporting documents -CSC Teller signs application to validate identity documents -CSC Teller (supervisor) verifies Children's Id card application -CSC Teller (supervisor) verifies supporting documents -CSC Teller (supervisor) signs Children's Id card application -CSC Teller enters Children's Id card data		

- System performs edits (see alt edits)
- System calculates Children's Id card fee
- CSC Teller collects Children's Id card fee
- System prints bar code sheet
- CSC Teller packages application and supporting document
- CSC Teller delivers package to camera tech
- CSC Teller places package into basket for photo retrieval
- Camera tech retrieves package from basket
- Camera tech verifies documentation to Children's Id card application

- Camera tech verifies bar code sheet to Children's Id card application
- Camera tech signs application
- Camera tech returns documents to customer
- Camera tech takes photograph
- Digimarc prints Children's Id card
- Camera tech presents the Children's Id to parent/legal guardian/child

Alternate Interfaces:

- Social Security Administration
- SAVE (future)
- Vital Statistics(future)

Alternate Edits:

- Age verification
- Duplicate record check
- Verify stops

Alternate Camera Tech:

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

Alternate Future:

- Scan application for Children's Id card
- Scan supporting documents
- System verifies documents
- System captures picture at teller station or kiosk
- System verifies identity using biometric identification methods
- Central issue requirements

Linked Requirements:

Name: Adult Id card shall expire on the same date as the legal presence document or when the resident's age is divisible by five - PENDING

Notes:

Name: Customer shall be under the age of 15.

Notes:

Name: Customer shall provide legal presence and VA residency.

Notes:

Name: Customer shall provide one primary identity document

Notes:

Name: DMV shall issue Adult Id card via statute 46.2-345.

Notes:

Name: System shall interface with SAVE

Notes:

Name: System shall interface with SSN

Notes:

Name: System shall interface with Vital Statistics

Notes:

Use Case Name:	Issue Identification Cards under age 15 via Internet		
Status:			
Author:			
Created on:	9/19/2007	Modified on:	9/19/2007
Notes:	A child's id card is issued to VA resident who are under 15 years of age according to statute 46.2-345. -Parent/legal guardian/customer submits Children's Id card application via Internet -Parent/legal guardian/customer scans supporting documents if applicable Invoke Verify Supporting Documents Use Case -System reviews/verifies application for Children's Id card -System reviews/verifies supporting documents(future) - System shall perform system edits -System shall calculate fee -System shall display fee -System shall provide transactions instructions to visit a CSC -System shall provide a confirmation number with bar code -System shall place transaction in pending status See Issue Identification Cards under age 15 via walk-in		

Linked Requirements:

Name: Customer shall be under the age of 15

Notes:

Name: DMV shall issue id card per statute 46.2.345

Notes:

Name: Parent/legal guardian/customer shall provide legal presence.

Notes:

Name: Parent/legal guardian/customer shall provide primary form of identity

Notes:

Name: Parent/legal guardian/customer shall provide proof of VA residency

Notes:

Name: System shall be integrated with queuing system.

Notes:

Name: System shall interface SAVE

Notes:

Name: System shall interface with vital statistics

Notes:

Name: System shall interface with SSN

Notes:

Use Case Name:	Issue Identification Cards under age 15 via Kiosk		
Status:			
Author:			
Created on:	9/19/2007	Modified on:	9/19/2007
Notes:	<p>A child's id card is issued to VA resident who are under 15 years of age according to statute 46.2-345.</p> <ul style="list-style-type: none"> -Parent/legal guardian/customer submits Children's Id card application -Parent/legal guardian/customer submits Children's Id card supporting documents <p>Invoke Verify Supporting Documents Use Case</p> <ul style="list-style-type: none"> -System reviews/verifies application for Children's Id card -System reviews/verifies supporting documents(future) - System shall perform system edits -System shall calculate fee -System shall display fee -System shall provide a queuing ticket 		
Linked Requirements:			
Name: Customer shall be under the age of 15			
Notes:			
Name: DMV shall issue id card per statute 46.2.345			
Notes:			
Name: Parent/legal guardian/customer shall provide legal presence.			
Notes:			
Name: Parent/legal guardian/customer shall provide primary form of identity			
Notes:			
Name: Parent/legal guardian/customer shall provide proof of VA residency			
Notes:			
Name: System shall be integrated with queuing system.			
Notes:			
Name: System shall interface SAVE			
Notes:			
Name: System shall interface with vital statistics			
Notes:			
Name: System shall interface with SSN			
Notes:			

Scenario Report with Requirements

Package: Issue Temporary License

Detail:			
Use Case Name:	Issue temporary license via CCC - Pending		
Status:			
Author:			
Created on:	9/19/2007	Modified on:	9/19/2007
Notes:			
Linked Requirements:			

Use Case Name:	Issue temporary license via DLCI		
Status:			
Author:			
Created on:	9/5/2007	Modified on:	9/12/2007
Notes:	<p>DLCI work center issues temporary license.</p> <ul style="list-style-type: none">-Customer sends email requesting a duplicate DL-DLCI Representative retrieves email from DLCI mailbox-DLCI Representative prints email-DLCI Representative prints driver stat screen-DLCI Representative verifies information-DLCI Representative verifies eligibility-DLCI Representative prints screen-DLCI Representative generates correspondence with instructions for application for duplicate DL-DLCI Representative issues hand written temp DL <p>See Alternate Internet Process</p> <ul style="list-style-type: none">-DLCI Representative records a customer note on record-DLCI Representative mails correspondence and temp DL to customer-DLCI Representative files copy of application <p>Alternate Future Internet Process</p> <ul style="list-style-type: none">- Customer applies via Internet-DLCI Representative retrieves license from Digimarc-DLCI Representative mails to customer via special handling		
Linked Requirements:			