

Meeting Summary

Functional Area:

Credentialing Work Session Issue and Renew #14

Meeting:

Date:

September 26, 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 19.

Session Goals and Objectives:

Review and Validation of the following Licensing products in EA:

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

Summary:

Completed the following Scenarios :

- Issue Temporary License via CCC – Process Improvement
- Issue Adult Id Card Renewal
 - Internet
 - DLCI/mail
 - IVR/telephone
- Issue Adult Identification Cards age 15 and over
 - DLCI/mail
- Issue Duplicate Identification Card
 - Internet
 - Kiosk
 - Walk-in
 - DLCI/mail
 - IVR/telephone
- Reissue ID Card
 - Walk-in
 - Kiosk
 - Internet
 - DLCI/mail

- IVR/telephone
- Issue Special ID
 - Walk-in
 - DLCI
 - Internet

Plans for Next Workshop:

Review and Validate the following Licensing products in EA:

- Commercial Drivers License
- Commercial Instructor Permit

Homework for Next Workshop:

- Verify if required by statute to issue Special IDs -**Tracey Griffiths**
- Each SME will bring copies of required reports.

Scenario Report with Requirements

Package: Issue Adult ID Card Renewal

Detail:	
Use Case Name:	Issue Adult ID Card Renewal via DLCI
Status:	
Author:	
Created on:	8/29/2007
Modified on:	9/27/2007
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 ID Card renewal application -DLCI Rep verifies application for completeness See Alternate name change -DLCI Rep verifies payment is included See Alternate incomplete package -DLCI Rep enter data -System performs edit Invoke Driver Interface Use Case See Alternate Stop See Alternate No Image -System calculates ID Card renewal fee -DLCI Rep collects fee -System processes transaction -System sends ID Card to Digimarc -Digimarc prints ID Card -DLCI Rep retrieves ID Card from Digimarc -DLCI Rep scans bar code on ID Card in Digimarc -DLCI Rep reconciles printed ID Cards with ID applications -DLCI Rep batches ID Card -DLCI Rep sends batch to mail room <p>Alternate incomplete package</p> <ul style="list-style-type: none"> -DLCI Rep prints driver status screen print -DLCI Rep attaches application to screen print -DLCI Rep places application in basket -DLCI Rep pulls application from basket -DLCI Rep processes correspondence See correspondence -DLCI Rep sends correspondence to mail room -DLCI Rep 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"> -DLCI Rep sends correspondence to customer -Customer visits CSC <p>Alternate name change</p> <ul style="list-style-type: none"> -DLCI Rep 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 -System verifies SSN with SSA
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Linked Requirements:

Name: Customer shall have valid photo on file.

Notes:

Name: Customer shall hold a valid VA driver's license, learner's permit, or VA CDL

Notes:

Name: DMV shall issue Id Card per statute 46.2-345.

Notes:

Use Case Name:	Issue Adult Id Card Renewal via walk-in
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Status:	
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Author:	Credential Team
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Created on:	8/29/2007	Modified on:	9/26/2007
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Notes:	<p>An adult id card issued to VA resident age 15 years and over according to statute 46.2-345.</p> <p>Basic Flow:</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 signs application to validate identity documents -CSC Teller enters Adult Id card data -See Alternate Interfaces -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 verifies social security number -SAVE (future) verifies alien identity documents -Vital Statistics(future) verifies birth records
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-NDR (future) verifies driving record

Alternate Edits:

- System verifies age
- System performs duplicate record check
- System Verifies customer stops

Alternate Camera Tech:

- Supporting documentation does not match application
- Camera Tech returns application and supporting documents 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 conducts 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:

<p>Name: System shall check SAVE</p> <p>Notes:</p>
<p>Name: System shall check SSN</p> <p>Notes:</p>
<p>Name: System shall check Vital Statistics</p> <p>Notes:</p>

Use Case Name:	Issue Adult Id Card Renewal via IVR		
Status:			
Author:			
Created on:	8/29/2007	Modified on:	9/26/2007
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 application via telephone -System reviews entered data -System performs edits <p>See Alternate Stops Invoke Voter Registration Use Case</p> <ul style="list-style-type: none"> -System verifies address -System calculates ID Card renewal fee -Customer enters payment method -System collects ID Card renewal fee -System processes ID Card renewal -System sends ID Card to DLCI work center que for printing <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 		
Linked Requirements:			
<p>Name: Customer shall have a valid photo on file</p> <p>Notes:</p>			
<p>Name: Customer shall hold a valid VA ID Card</p> <p>Notes:</p>			
<p>Name: DMV shall issue renewal via Internet as required by statute 46.2-345.</p> <p>Notes:</p>			

Use Case Name:	Issue Adult Id Card Renewal via Internet		
Status:			
Author:			
Created on:	8/29/2007	Modified on:	9/26/2007
Notes:	An adult id card issued to VA resident age 15 years and over according to statute 46.2-345 .		

	<ul style="list-style-type: none"> -Customer submits online application -System performs edits <p>See Alternate Edits</p> <p>Invoke Verify Driver Interfaces Use Case</p> <p>Invoke Apply for Voter Registration Use Case</p> <p>see Future Voter Registration</p> <ul style="list-style-type: none"> -System calculates ID Card renewal fee -Customer enters payment method -System collects ID Card renewal fee -System processes ID Card -System sends ID Card to DLCI work center que <p>Alternate Edits</p> <ul style="list-style-type: none"> -Customer stops <p>Future Voter Registration</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 Id Expired</p> <p>Invoke Supporting Documents Use Case</p>
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Linked Requirements:

Name: Customer shall have a valid photo on file.

Notes:

Name: Customer shall hold a valid VA ID Card

Notes:

Name: DMV shall issue renewal via Internet as required by statute 46.2-345.

Notes:

Use Case Name:	Issue Adult Id Cards Renewal via Kiosk		
Status:			
Author:			
Created on:	9/19/2007	Modified on:	9/24/2007
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 performs system edits (future) -System calculates fee (future) -System displays fee (future) -System provides payment options (future) -Customer selects payment option (future) -Customer pays (future) 		

- Customer is queued to Camera tech
 - Camera tech takes photo
 - System produces temp
 - Customer receives photo
- Alternate Data Change
- Customer updates information
 - Customer scans supporting documents (if applicable)
 - System 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 Temporary License

Detail:	
Use Case Name:	Issue temporary license via CCC - Process Improvement
Status:	
Author:	
Created on:	9/19/2007 Modified on: 9/26/2007
Notes:	<p>Temporary Permit issued for the duration of stay in the other state not to exceed *30 days or the expiration of their Virginia Driver's License which ever occurs first. (Manager's discretion can be used to issue permit for a period of time longer than 30 days.)</p> <p>Customer contacts the Customer Call Center (CCC) by phone. CCC Agent reviews the DRSTAT to ensure eligibility. CCC Agent obtains the customer's out of state mailing address. CCC Agent advises customer that his signature will be required to validate the permit. CCC Agent completes the permit. See Alt future CCC Agent notes customer record that temp was issued. CCC Agent prints envelope with out of state address. CCC Agent places permit in wall basket. CCC Support retrieves from basket. CCC Support stamps Manager's Signature. CCC Support matches printed envelope with temporary permit. CCC Support delivers envelope to mail room.</p> <p>Future: System shall produce duplicate license in DLCI with the ability to mail to out of state address without changing customer's residence address.</p> <p>Process improvement If customer is eligible and will be out of state for an extended period of time, the CCC Agent will send a temporary and advise the customer how to obtain a duplicate by the internet. If the customer does not have internet capability, the CCC agent will send a DL-9 to DLCI to have a duplicate information packet mailed to the customer at their out of state address.</p>
Linked Requirements:	
<p>Name: Customer shall currently be physically located out of VA Notes:</p> <p>Name: Customer shall have a valid driving privilege as issued by statute 46.2 – Notes:</p> <p>Name: Customer shall have a Virginia address on file. Notes:</p>	

Use Case Name:	Issue temporary license via DLCI
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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:			

Scenario Report with Requirements

Package: Issue Adult Identification Cards age 15 and over

Detail:			
Use Case Name:		Issue Adult ID Card via DLCI	
Status:			
Author:			
Created on:		8/29/2007	Modified on: 9/26/2007
Notes:		<p>An adult id card issued to VA resident age 15 years and over according to statute 46.2-345 . This process applies to applicants age 70 and over exchanging their valid VA license for a VA ID Card.</p> <ul style="list-style-type: none"> -Customer submits ID Card application and valid VA driver's license, learner's permit, or VA CDL -DLCI Rep verifies application for completeness See Alternate incomplete package -DLCI Rep enter data -System performs edit Invoke Driver Interface Use Case See Alternate Stop See Alternate No Image -DLCI Rep surrenders credential in system -System processes transaction -DLCI Rep enters ID Card data -System processes ID Card -System sends ID Card to Digimarc -Digimarc prints ID Card -DLCI Rep retrieves ID Card from Digimarc -DLCI Rep scans bar code on ID Card in Digimarc -DLCI Rep matches printed ID Cards with ID applications -DLCI Rep batches ID Card -DLCI Rep sends batch to mail room <p>Alternate incomplete package</p> <ul style="list-style-type: none"> -DLCI Rep prints driver status screen print -DLCI Rep attaches application to screen print -DLCI Rep places application in basket -DLCI Rep pulls application from basket -DLCI Rep processes correspondence See correspondence -DLCI Rep sends correspondence to mail room -DLCI Rep files correspondence -DLCI Rep notes customer record indicating reason for return <p>Alternate Stops</p> <ul style="list-style-type: none"> -Customer stops -Expired license -Suspension <p>Invoke Supporting Documents Use Case</p> <p>Alternate No Image</p> <ul style="list-style-type: none"> -DLCI Rep sends correspondence to customer -Customer visits CSC 	

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

Name: Customer must be age 70 or over.
Notes:

Name: Customer shall have valid photo on file.
Notes:

Name: Customer shall hold a valid VA driver's license, learner's permit, or VA CDL
Notes:

Name: DMV shall issue Id Card per statute 46.2-345.
Notes:

Use Case Name:	Issue Adult Id Cards age 15 and over via Internet		
Status:			
Author:			
Created on:	9/19/2007	Modified on:	9/24/2007

Notes: An adult id card issued to VA resident age 15 years and over according to statute 46.2-345 .

- 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 performs system edits
- System calculates fee
- System displays fee
- System provides transactions instructions to visit a CSC
- System provides a confirmation number with bar code
- System places transaction in pending status
- See Issue Adult Id Cards age 15 and over 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 Adult Id Cards age 15 and over via Kiosk		
Status:			
Author:			
Created on:	9/19/2007	Modified on:	9/24/2007
Notes:	An adult id card issued to VA resident age 15 years and over according to statute 46.2-345 . -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 performs system edits (future) -System calculates fee (future) -System displays fee (future) -System provides a queuing ticket (future)		

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:	9/25/2007
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 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 Invoke Verify Supporting Documents Use Case-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 Alternate Edits See Alternate Interfaces-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 <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 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 Duplicate ID Card

Detail:			
Use Case Name:	Issue Duplicate ID Card via DLCI		
Status:			
Author:			
Created on:	8/29/2007	Modified on:	9/26/2007
Notes:	<p>A duplicate id card issued to VA resident according to statute __.</p> <ul style="list-style-type: none"> -Customer submits Duplicate ID Card application (future accept scanned documents) DLCI Representative reviews Duplicate ID Card application for completeness DLCI Representative verifies fee is included See Alternate Incomplete Application DLCI Representative verifies driver status See Alternate ineligible DLCI Representative enters data Invoke Apply for Voter Registration Invoke Verify Driver Interfaces -System edits for stops See Alternate Stops -System calculate replacement fee -System collects fee -System processes transaction -System prints bar code sheet - System sends Duplicate ID Card to Digimarc -System prints Duplicate ID Card in DLCI work unit -DLCI rep scans Duplicate ID Card bar code into Digimarc -DLCI rep matches application with Id Card -DLCI rep batches Id Card to mail room -DLCI rep attaches bar code sheet to application -DLCI rep completes batch cover sheet -DLCI rep places batch daily work in OnBase basket -DLCI rep delivers batch work to document imaging work center (once or twice per month) <p>Alternate Stops</p> <ul style="list-style-type: none"> -Customer stops <p>Alternate Incomplete Application</p> <ul style="list-style-type: none"> - Customer submits incomplete application/fee - DLCI rep generates correspondence - DLCI rep mails correspondence - DLCI rep files copy of correspondence - DLCI rep enters note on customer record <p>Future Incomplete Application</p> <ul style="list-style-type: none"> - System stores data in pending status <p>Alternate ineligible</p> <ul style="list-style-type: none"> -Expired Id Card -Expired image 		

Linked Requirements:

Name: Customer shall have a valid VA Id Card.

Notes:

Name: Customer shall submit application.

Notes:

Name: DMV shall issue Reissue ID Card as required by statute.

Notes:

Name: System shall collect Reissue ID Card fee.

Notes:

Use Case Name:	Issue Duplicate ID Card via IVR		
Status:			
Author:			
Created on:	8/29/2007	Modified on:	9/26/2007
Notes:	A duplicate id card issued to VA resident according to statute __. Basic Flow: -Customer submits Duplicate ID Card Application via phone Invoke Verify Driver Interfaces Invoke Apply for Voter Registration -System edits for stops See Alternate Stops -System calculates duplicate/replacement fee -System collects duplicate/replacement fee -System processes Duplicate ID Card -System sends Duplicate ID Card to Digimarc in DLCI -DLCI Representative releases batch print for Duplicate ID Card -Digimarc prints Duplicate ID Card -DLCI Representative retrieves Duplicate ID Card from Digimarc -DLCI Representative prepares Duplicate ID Card for mailing -DLCI Representative sends Duplicate ID Card to Mail services -Mail services sends Duplicate ID Card to customer Alternate Stops -System verifies a customer stop -System ends processing		

Linked Requirements:

Name: Customer shall have valid photo on file.

Notes:

Name: Customer shall hold a valid VA ID

Notes:

Name: Customer shall submit application.

Notes:

Name: DMV shall issue Reissue ID Card as required by statute.

Notes:

Name: System shall collect Reissue ID Card fee.

Notes:

Use Case Name:	Issue Duplicate ID Card via Internet		
Status:			
Author:			
Created on:	8/29/2007	Modified on:	9/26/2007
Notes:	<p>A duplicate id card issued to VA resident according to statute __.</p> <p>Basic Flow:</p> <ul style="list-style-type: none"> -Customer submits Duplicate ID Card Application online -System verifies entered data Invoke Verify Driver Interfaces Invoke Apply for Voter Registration -System edits for stops See Alternate Stops -System calculates duplicate/replacement fee -System collects duplicate/replacement fee -System processes Duplicate ID Card -System sends Duplicate ID Card to Digimarc in DLCI -DLCI Representative releases batch print for Duplicate ID Card -Digimarc prints Duplicate ID Card -DLCI Representative retrieves Duplicate ID Card from Digimarc -DLCI Rep scans Duplicate ID Card bar code in Digimarc -DLCI Representative prepares Duplicate ID Card for mailing -DLCI Representative sends Duplicate ID Card to Mail services -Mail services sends Duplicate ID Card to customer <p>Alternate Stops</p> <ul style="list-style-type: none"> -System verifies a customer stop -System ends processing 		
Linked Requirements:			
Name: Customer shall submit application.			
Notes:			
Name: DMV shall issue Reissue ID Card as required by statute.			
Notes:			
Name: System shall collect Reissue ID Card fee.			
Notes:			

Use Case Name:	Issue Duplicate ID Card via Kiosk		
Status:			
Author:			
Created on:	8/29/2007	Modified on:	9/26/2007
Notes:	<p>A duplicate id card issued to VA resident according to statute __.</p> <p>Basic Flow:</p> <ul style="list-style-type: none"> -Customer submits Duplicate ID Card Application online -System verifies entered data Invoke Verify Driver Interfaces Invoke Apply for Voter Registration 		

	<ul style="list-style-type: none"> -System edits for stops See Alternate Stops -System calculates duplicate/replacement fee See Alternate Walk-Up -System collects duplicate/replacement fee -System processes Duplicate ID Card -System sends Duplicate ID Card to Digimarc in DLCI -DLCI Representative releases batch print for license -Digimarc prints Duplicate ID Card -DLCI Representative retrieves Duplicate ID Card from Digimarc -DLCI Representative prepares Duplicate ID Card for mailing -DLCI Representative sends Duplicate ID Card to Mail services -Mail services sends Duplicate ID Card to customer <p>Alternate Stops</p> <ul style="list-style-type: none"> -System verifies a customer stop -System ends processing <p>Alternate Walk up</p> <ul style="list-style-type: none"> - Customer opts to walk up - System issues queuing ticket - CSC Teller recalls pending transaction - CSC Teller receives supporting documents <p>Invoke Duplicate ID Card via Walk-in Use Case</p>
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Linked Requirements:

Name: Customer shall have a valid VA ID Card on file

Notes:

Name: Customer shall submit application.

Notes:

Name: Customer shall submit proof of Id.

Notes:

Name: DMV shall issue Reissue ID Card as required by statute.

Notes:

Name: System shall collect Reissue ID Card fee.

Notes:

Use Case Name:	Issue Duplicate ID Card via walk-in		
Status:			
Author:			
Created on:	8/29/2007	Modified on:	9/26/2007
Notes:	<p>A duplicate id card issued to VA resident according to statute ___.</p> <ul style="list-style-type: none"> -Customer submits Duplicate ID Card application -Customer submits supporting documents Invoke Supporting Documents Use Case -CSC Teller reviews Duplicate ID Card application -CSC Teller reviews Duplicate ID Card supporting documents See Alternate No supporting documents -CSC Teller enters data 		

Invoke Voter Registration Use Case
 System checks stops
 See Alternate Stops
 -System calculate duplicate fee
 -CSC Teller collects fee
 -System processes Duplicate ID Card transaction
 -System sends Duplicate ID Card to Digimarc
 -System prints bar code sheet
 -CSC Teller attaches bar code sheet to application
 -CSC Teller places application in basket
 -Camera tech retrieves Duplicate ID Card application
 -Camera tech reviews Duplicate ID Card application
 See Alternate Record/Photo
 See Alternate Future
 Invoke Mismatch Photo Use Case
 -Camera tech takes photo
 -Camera tech returns supporting documents
 -Camera tech gives customer Duplicate ID Card
 -Camera tech advises customer to review Duplicate ID Card
 -Camera tech files application for audit

Alternate No Supporting Docs
 -Teller gets authorized person to approve
 -Authorized person approves a record/photo

Alternate Stops
 -Customer stops

Alternate Record/Photo
 -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

Alternate Future
 -Display photo with customer record
 -Automatically send motor voter information to SBE in real time
 -Approvals to be done through workflow
 -System shall accept and approve scanned documents if necessary

Linked Requirements:

Name: Customer shall have a valid VA ID Card on file

Notes:

Name: Customer shall submit application.

Notes:

Name: Customer shall submit proof of Id.

Notes:

Name: DMV shall issue Reissue ID Card as required by statute.

Notes:

Name: System shall collect Reissue ID Card fee.

Notes:

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

Notes:

Scenario Report with Requirements

Package: Reissue ID Card

Detail:			
Use Case Name:	Reissue ID Card via DLCI		
Status:			
Author:			
Created on:	8/29/2007	Modified on:	9/26/2007
Notes:	<p>Definition: A correction or change to an existing ID card. Reissues are issued to update address, change organ donor status, and change customer number.</p> <p>-Customer submits Reissue ID Card application (future accept scanned documents) DLCI Representative reviews Reissue ID Card application for completeness DLCI Representative verifies fee is included See Alternate Incomplete Application DLCI Representative verifies driver status See Alternate ineligible DLCI Representative enters data Invoke Apply for Voter Registration Invoke Verify Driver Interfaces</p> <p>-System edits for stops See Alternate Stops</p> <p>-System calculate replacement fee -System collects fee -System processes transaction -System prints bar code sheet - System sends Reissue ID Card to Digimarc -Digimarc prints Reissue ID Card -DLCI rep scans Reissue ID Card bar code into Digimarc -DLCI rep matches application with Id Card -DLCI rep batches Id Card to mail room -DLCI rep attaches bar code sheet to application -DLCI rep completes batch cover sheet -DLCI rep places batch daily work in OnBase basket -DLCI rep delivers batch work to document imaging work center (once or twice per month)</p> <p>Alternate Stops -Customer stops</p> <p>Alternate Incomplete Application - Customer submits incomplete application/fee - DLCI rep generates correspondence - DLCI rep mails correspondence - DLCI rep files copy of correspondence - DLCI rep enters note on customer record</p> <p>Future Incomplete Application - System stores data in pending status</p>		

	Alternate ineligible -Expired Id Card -Expired image
Linked Requirements:	
Name: Customer shall have a valid VA Id Card.	
Notes:	
Name: Customer shall have valid photo on file.	
Notes:	
Name: Customer shall submit application.	
Notes:	
Name: DMV shall issue Reissue ID Card as required by statute.	
Notes:	
Name: System shall collect Reissue ID Card fee.	
Notes:	

Use Case Name:	Reissue ID Card via IVR		
Status:			
Author:			
Created on:	8/29/2007	Modified on:	9/26/2007

Notes:	<p>Definition: A correction or change to an existing ID card. Reissues are issued to update address, change organ donor status, and change customer number.</p> <p>Basic Flow: -Customer submits Reissue ID Card Application via phone Invoke Verify Driver Interfaces Invoke Apply for Voter Registration -System edits for stops See Alternate Stops -System calculates Reissue ID Card fee -System collects Reissue ID Card fee -System processes Reissue ID Card -System sends Reissue ID Card to Digimarc in DLCI -DLCI Representative releases batch print for Reissue ID Card -Digimarc prints Reissue ID Card -DLCI Representative retrieves Reissue ID Card from Digimarc -DLCI Representative prepares Reissue ID Card for mailing -DLCI Representative sends Reissue ID Card to Mail services -Mail services sends Reissue ID Card to customer</p> <p>Alternate Stops -System verifies a customer stop -System ends processing</p>		
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Linked Requirements:			
Name: Customer shall have valid photo on file.			
Notes:			
Name: Customer shall hold a valid VA ID			
Notes:			

Name: Customer shall submit application.

Notes:

Name: DMV shall issue Reissue ID Card as required by statute.

Notes:

Name: System shall collect Reissue ID Card fee.

Notes:

Use Case Name:	Reissue ID Card via Internet		
Status:			
Author:			
Created on:	8/29/2007	Modified on:	9/26/2007

Notes:

Definition:
A correction or change to an existing ID card. Reissues are issued to update address, change organ donor status, and change customer number.

Basic Flow:
-Customer submits Reissue ID Card Application online
-System verifies entered data
Invoke Verify Driver Interfaces
Invoke Apply for Voter Registration
-System edits for stops
See Alternate Stops
-System calculates Reissue ID Card fee
-System collects Reissue ID Card fee
-System processes Reissue ID Card
-System sends Reissue ID Card to Digimarc in DLCI
-DLCI Representative releases batch print for Reissue ID Card
-Digimarc prints Reissue ID Card
-DLCI Representative retrieves Reissue ID Card from Digimarc
-DLCI Rep scans Reissue ID Card bar code in Digimarc
-DLCI Representative prepares Reissue ID Card for mailing
-DLCI Representative sends Reissue ID Card to Mail services
-Mail services sends Reissue ID Card to customer

Alternate Stops
-System verifies a customer stop
-System ends processing

Linked Requirements:

Name: Customer shall have valid photo on file.

Notes:

Name: Customer shall hold a valid VA ID card.

Notes:

Name: Customer shall submit application.

Notes:

Name: DMV shall issue Reissue ID Card as required by statute.

Notes:

Name: System shall collect Reissue ID Card fee.

Notes:

Use Case Name:	Reissue ID Card via Kiosk		
Status:			
Author:			
Created on:	8/29/2007	Modified on:	9/26/2007
Notes:	<p>Definition: A correction or change to an existing ID card. Reissues are issued to update address, change name, change gender, change organ donor status, change customer number and/or replace photo.</p> <p>Basic Flow: -Customer submits Reissue ID Card Application online -System verifies entered data Invoke Verify Driver Interfaces Invoke Apply for Voter Registration -System edits for stops See Alternate Stops -System calculates Reissue ID Card fee See Alternate Walk-Up -System collects Reissue ID Card fee -System processes Reissue ID Card -System sends Reissue ID Card to Digimarc in DLCI -DLCI Representative releases batch print for license -Digimarc prints Reissue ID Card -DLCI Representative retrieves Reissue ID Card from Digimarc -DLCI Representative prepares Reissue ID Card for mailing -DLCI Representative sends Reissue ID Card to Mail services -Mail services sends Reissue ID Card to customer</p> <p>Alternate Stops -System verifies a customer stop -System ends processing</p> <p>Alternate Walk up - Customer opts to walk up - System issues queuing ticket - CSC Teller recalls pending transaction - CSC Teller receives supporting documents Invoke Reissue ID Card via Walk-in Use Case</p>		

Linked Requirements:

Name: Customer shall have a valid VA ID Card on file

Notes:

Name: Customer shall submit application.

Notes:

Name: Customer shall submit proof of Id.

Notes:

Name: DMV shall issue Reissue ID Card as required by statute.

Notes:

Name: System shall collect Reissue ID Card fee.

Notes:

Name: System shall provide capability to take a photo at the Kiosk.

Notes:

Use Case Name:	Reissue ID Card via walk-in		
Status:			
Author:			
Created on:	8/29/2007	Modified on:	9/26/2007
Notes:	<p>Definition: A correction or change to an existing ID card. Reissues are issued to update address, change name, change gender, change organ donor status, change customer number and/or replace photo.</p> <ul style="list-style-type: none">-Customer submits Reissue ID Card application-Customer submits supporting documents Invoke Supporting Documents Use Case See Alternate verification-CSC Teller reviews Reissue ID Card application-CSC Teller reviews Reissue ID Card supporting documents See Alternate No supporting documents-CSC Teller enters data Invoke Voter Registration Use Case System checks stops See Alternate Stops-System calculate Reissue ID Card fee-CSC Teller collects fee-System processes Reissue ID Card transaction-System sends Reissue ID Card to Digimarc-System prints bar code sheet-CSC Teller attaches bar code sheet to application-CSC Teller places application in basket-Camera tech retrieves Reissue ID Card application-Camera tech reviews Reissue ID Card application See Alternate Record/Photo See Alternate Future Invoke Mismatch Photo Use Case-Camera tech takes photo-Camera tech returns supporting documents-Camera tech gives customer Duplicate ID Card-Camera tech advises customer to review Duplicate ID Card-Camera tech files application for audit <p>Alternate No Supporting Docs</p> <ul style="list-style-type: none">-CSC Teller gets authorized person to approve-Authorized person approves a record/photo <p>Alternate Stops</p> <ul style="list-style-type: none">-Customer stops		

Alternate Record/Photo

- 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

Alternate Verification

- Name or gender
- CSC Teller requests verifier review
- Authorized person reviews documents
- Authorized person signs Reissue ID Card application

Alternate Future

- Display photo with customer record
- Automatically send motor voter information to SBE in real time
- Approvals to be done through workflow
- System shall accept and approve scanned documents if necessary

Linked Requirements:

Name: Customer shall have a valid VA ID Card on file

Notes:

Name: Customer shall submit application.

Notes:

Name: Customer shall submit proof of Id.

Notes:

Name: DMV shall issue Reissue ID Card as required by statute.

Notes:

Name: System shall collect Reissue ID Card fee.

Notes:

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

Notes:

Scenario Report with Requirements

Package: Issue Special IDs

Detail:	
Use Case Name:	Issue Special ID via DLCI
Status:	
Author:	
Created on:	9/26/2007
Modified on:	9/26/2007
Notes:	<p>Definition: Employment identification cards issued to state and local government and other DMV authorized individuals.</p> <p>Basic Flow:</p> <p>DLCI rep reviews the application for completeness DLCI rep enters data System processes transactions System sends Special Id to Digimarc Digimarc prints special id DLCI rep retrieves Special Id from Digimarc DLCI rep scans Special Id DLCI rep matches application with Special ID DLCI rep logs processing information DLCI rep copies application DLCI rep sends copy to Accounts Receivable DLCI rep files the original according to agency DLCI rep types an envelope with agency name, address and contact person DLCI rep inserts id in a mailing insert DLCI rep send to mail services</p> <p>Future Allow imaging of application Receive applications electronically Allow alternative services processing Generate reports of special ids processed Account Receivable receives information via Workflow Automatically generate agency mailing label</p>
Linked Requirements:	
Name: Agency shall be listed in system as authorized to receive special ID card	
Notes:	
Name: Customer shall have valid photo on file.	
Notes:	

Name: Customer shall submit application for special id

Notes:

Use Case Name:	Issue Special ID via Internet		
Status:			
Author:			
Created on:	9/26/2007	Modified on:	9/26/2007
Notes:	Definition: Employment identification cards issued to state and local government and other DMV authorized individuals. -Agency submits online special id application -System performs edits -System processes transaction -System sends special id to Digimarc in DLCI -System prints special id card -System sends billing info to Accounts Receivable -System generates mailing label -System generates daily processing report -DLCI rep retrieves special id -DLCI rep reviews special id for image quality -DLCI rep prepares for mailing -DLCI rep sends to mail services		

Linked Requirements:

Name: Agency shall be listed in system as authorized to receive special ID card

Notes:

Name: Customer shall have a valid photo on file

Notes:

Name: System shall send billing info to Account Receivable

Notes:

Use Case Name:	Issue Special ID via walk-in		
Status:			
Author:			
Created on:	9/26/2007	Modified on:	9/26/2007
Notes:	Definition: Employment identification cards issued to state and local government and other DMV authorized individuals. Basic Flow: Customer submits application/authorization letter Customer submits identity document CSC Teller reviews the application/authorization letter CSC Teller enters data System processes transactions System sends Special Id to Digimarc CSC Teller packages application CSC Teller places package in basket Camera Tech retrieves package from basket		

	Camera Tech takes photo Digimarc prints special id Camera Tech retrieves special id Camera Tech presents special id to customer Camera Tech files application/authorization letter for audit
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Linked Requirements:

Name: Agency shall be listed in system as authorized to receive special ID card

Notes:

Name: Customer shall present an application or letter of authorization

Notes:

Name: Customer shall present proof of identity

Notes: